

**Missouri Public**

**REC'D OCT 17 2001**

**Schedule of Rates, Rules and Regulations  
Governing Resale and Facilities-Based Competitive Telecommunications Services  
Provided in the State of Missouri**

**Service Commission**

**OFFERED BY**

**Allegiance Telecom of Missouri, Inc.  
9201 North Central Expressway  
Dallas, Texas 75231-5916**

Applying generally to its authorized territories within the State of Missouri. This tariff applies to the Company's resale of Southwestern Bell Telephone Company (SWBT) services, as well as services provided over the Company's own facilities, in specified exchanges within the Company's certificated area in the State of Missouri.

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**LIST OF WAIVED STATUTES AND REGULATIONS**

The Missouri Public Service Commission in its order in the case of *In the Matter Of the Application of Allegiance Telecom of Missouri, Inc., for a Certificate of Service Authority to Provide Basic Local Telecommunications Services in Portions of the State of Missouri*, Case No. TA-2000-1, waived the following statutes and regulations:

**STATUTES**

Section 392.210.2	-	uniform system of accounts
Section 392.270	-	valuation of property (ratemaking)
Section 392.280	-	Depreciation accounts
Section 392.290.1	-	issuance of securities
Section 392.300.2	-	acquisition of stock
Section 392.310	-	stock and debt issuance
Section 392.320	-	stock dividend payment
Section 392.330	-	issuance of securities; debts and notes
Section 392.340	-	reorganizations

**COMMISSION RULES**

4 CSR 240-10.020	-	depreciation fund income
4 CSR 240-30.040	-	uniform system of accounts
4 CSR 240-35	-	reporting of bypass and customer specific arrangements

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**TARIFF FORMAT**

- A. **Page Numbering** - Page numbers appear in the upper right corner of the page. Pages are numbered sequentially. However, new Pages are occasionally added to the tariff. When a new Page is added between Pages already in effect, a decimal is added. For example, a new Page added between Pages 14 and 15 would be 14.1.
- B. **Page Revision Numbers** - Revision numbers also appear in the upper right corner of each page. These numbers are used to determine the most current Page version on file with the PSCM. For example, the 4th revised Page 14 cancels the 3rd revised Page 14. Because of various suspension periods, deferrals, etc. the PSCM follows in its tariff approval process, the most current Page number on file with the Commission is not always the tariff page in effect.
- C. **Paragraph Numbering Sequence** - There are nine levels of paragraph coding. Each level of coding is subservient to the next higher level:
  - 2.
  - 2.1
  - 2.1.1
  - 2.1.1.A.
  - 2.1.1.A.1.
  - 2.1.1.A.1.(a)
  - 2.1.1.A.1.(a).I.
  - 2.1.1.A.1.(a).I.(i).
  - 2.1.1.A.1.(a).I.(i).(1).

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**EXPLANATION OF SYMBOLS**

Changes to this tariff are identified on the revised page(s) the use of symbols. The following are the symbols used and the change indicated by them:

- (C) - To signify a changed regulation.
- (D) - To signify a discontinued rate or regulation.
- (I) - To signify an increase in rate or charge.
- (M) - To signify material relocated from one page to another without change.
- (N) - To signify a new rate or regulation.
- (R) - To signify a reduced rate or charge.
- (S) - To signify a correction or reissued matter.
- (T) - To signify a change in text but no change in rate or regulation.

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**SECTION 1.0 - APPLICATION OF TARIFF**

**1.1 General**

This tariff contains the regulations, rates and charges applicable to the provision of facilities-based and resold local exchange telecommunications service by Allegiance Telecom of Missouri, Inc., for use by business customers in the state of Missouri. Exchanges served are listed herein.

This tariff is on file with the Commission. In addition, this tariff is available for review at the main office of Allegiance Telecom of Missouri, Inc., at 1950 Stemmons Freeway, Suite 3026, Dallas, Texas 75207-3118.

Applications for initial or additional services made verbally or in writing become a contract on establishment of the service or facility.

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**SECTION 1.0 - APPLICATION OF TARIFF (CONT'D)**

**1.2 Definitions**

**ANALOG**

Analog technology refers to electronic transmission accomplished by adding signals of varying frequency or amplitude to carrier waves of a given frequency of alternating electromagnetic current. Broadcast and phone transmission have conventionally used analog technology.

**APARTMENTS**

A building or group of buildings used primarily to provide complete residential apartments but not lodging on a day-to-day basis.

**ASCII**

American Standard Code for Information Interchange. An eight-level code for data transfer adopted by the American Standards Association.

**ASYNCHRONOUS**

Transmission in which each information character is individually synchronized usually by the use of start-stop elements. The gap between each character is not of a fixed length.

**ATTENDANT**

An operator of a PBX console or telephone switchboard.

**AUTHORIZED USER**

A person, firm, corporation, or any other entity that either is authorized by the Customer to use the services that the Customer purchases from the Company or is placed in a position by the Customer, either through acts or omissions, to use the services that the Customer purchases from the Company.

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**SECTION 1.0 - APPLICATION OF TARIFF (CONT'D)**

**1.2 Definitions (Cont'd)**

**AUTOMATIC LOCATION IDENTIFICATION ("ALI")**

The name and address associated with the calling party's telephone number (identified by ANI as defined below) is forwarded to the PSAP for display. Additional telephones with the same number as the calling party's (secondary locations, off premises, etc.) will be identified with the address of the telephone number at the main location.

**AUTOMATIC NUMBER IDENTIFICATION ("ANI")**

A system whereby the calling party's telephone number is identified and sent forward with the call record for routing and billing purposes. E911 Service makes use of this system.

**BILLING PERIOD**

The means a telephone service consumption period of not less than 26 or more than 35 days.

**BIT**

The smallest unit of information in the binary system of notation.

**BUILDING**

A structure enclosed within exterior walls or firewalls, built, erected and framed of component structural parts and designed for permanent occupancy.

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**SECTION 1.0 - APPLICATION OF TARIFF (CONT'D)**

**1.2 Definitions (Cont'd)**

**BUSINESS SERVICE**

A switched network service that provides for dial station communications that is described as a business or commercial rate.

**CALL INITIATION**

The point in time when the exchange network facility are initially allocated for the establishment of a specific call.

**CALL TERMINATION**

The point in time when the exchange network facility allocated to a specific call is released for reuse by the network.

**CENTRAL OFFICE**

An operating office of the Company where connections are made between telephone exchange lines.

**CENTRAL OFFICE LINE**

A line providing direct or indirect access from a telephone or switchboard to a central office. Central office lines subject to PBX rate treatment are referred to as central office trunks.

**CHANNEL**

A point-to-point bi-directional path for digital transmission. A channel may be furnished in such a manner as the Company may elect, whether by wire, fiber optics, radio or a combination thereof and whether or not by means of single physical facility or route. One 1.544 Mbps Service is equivalent to 24 channels.

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**SECTION 1.0 - APPLICATION OF TARIFF (CONT'D)**

**1.2 Definitions (Cont'd)**

**CHANNEL CONVERSION**

The termination of 1.544 Mbps Service at a Customer's location with conversion of the digital signal to 24 analog voice grade circuits. Channel Conversion can be furnished by the Customer.

**CHANNEL SERVICE UNIT ("CSU")**

The equipment located at the Customer's premises which terminates each 1.544 Mbps Digital Loop and performs such functions as proper termination of facilities, regeneration of signals, recognition and correction of signal format errors and provides remote loop-back capability.

**COMMUNICATIONS SERVICES**

The intrastate end user communication services offered in this tariff by the Company.

**COMMUNICATIONS SYSTEMS**

Channels and other facilities which are capable of two-way communications between subscriber - provided terminal equipment or Telephone Company stations, even when not connected to exchange and message toll communications service.

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**SECTION 1.0 - APPLICATION OF TARIFF (CONT'D)**

**1.2 Definitions (Cont'd)**

**COMPANY**

The issuer of this tariff, Allegiance Telecom of Missouri, Inc. (also identified as "Allegiance" or "the Company"), as well as its successors and assigns.

**COMPANY FACILITIES**

Equipment, cabling, and/or connections owned, leased or otherwise used by the Company or by the Company's agents to provide service to the Customer pursuant to this tariff.

**CUSTOMER**

The person, firm, corporation, or other entity which orders service pursuant to this Tariff and utilizes service provided under Tariff by the Company. A Customer is responsible for the payment of charges and for compliance with all terms of the Company's Tariff.

**CUSTOMER PREMISES EQUIPMENT**

Telecommunications gear and associated arrangements that the Customer purchases or leases from its suppliers, connects to Company Facilities as defined above and maintains.

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SECTION 1.0 - APPLICATION OF TARIFF (CONT'D)

1.2 Definitions (Cont'd)

DEMARCATIION POINT

The physical dividing point between the Company Facilities and the Customer's Premises Equipment and/or cabling.

DIGITAL

A method of storing, processing and transmitting information through the use of distinct electronic or optical pulses that represent the binary digits (bits) 0 and 1. Digital transmission/switching technologies employ a sequence of discrete, individually distinct pulses to represent information, as opposed to the continuously variable signal of analog technologies.

DIRECT INWARD DIAL ("DID")

A service attribute that routes incoming calls directly to stations, bypassing a central answer point.

DIRECT OUTWARD DIAL ("DOD")

A service attribute that allows individual station users to access and dial outside numbers directly.

DISCONTINUANCE OF SERVICE

The temporary cessation of telephone service caused by the Company and not voluntary requested by a Customer.

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**SECTION 1.0 - APPLICATION OF TARIFF (CONT'D)**

**1.2 Definitions (Cont'd)**

**DUAL TONE MULTI-FREQUENCY ("DTMF")**

The pulse type employed by tone dial station sets. (Touch tone)

**ERROR**

A discrepancy or unintentional deviation by the Company from what is correct or true. An "error" can also be an omission in records.

**EXCHANGE**

A unit established by a utility for communication service in a specific geographic area, which unit usually embraces a city, town or community and its environs. It usually consists of one or more central offices together with the associated plant used in furnishing communication service to the general public within that area.

**EXCHANGE ACCESS LINE**

A central office line furnished for direct or indirect access to the exchange system.

**EXCHANGE SERVICE**

The provision to the subscriber of access to the exchange system for the purpose of sending and receiving calls. This access is achieved through the provision of a central office line (exchange access line) between the central office and the subscriber's premises.

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**SECTION 1.0 - APPLICATION OF TARIFF (CONT'D)**

**1.2 Definitions (Cont'd)**

**FINAL ACCOUNT**

A Customer whose service has been disconnected who has outstanding charges still owed to the Company.

**FLAT RATE SERVICE**

The type of exchange service provided at a monthly rate with an unlimited number of calls within a specified primary calling area.

**GROUND START**

Describes the signaling method between the PBX/key system interface and the Company's switch. It is the signal requesting service.

**INCOMING SERVICE GROUP**

Two or more central office lines arranged so that a call to the First line is completed to a succeeding line in the group when the first line is in use.

**INTERFACE**

That point on the premises of the subscriber at which provision is made for connection of facilities provided by someone other than the Company to facilities provided by the Company.

**INTEROFFICE MILEAGE**

The segment of a line which extends between the central offices serving the originating and terminating points.

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**SECTION 1.0 - APPLICATION OF TARIFF (CONT'D)**

**1.2 Definitions (Cont'd)**

**INTERRUPTION**

The inability to complete calls, either incoming or outgoing or both, due to Company facilities malfunction or human errors.

**JOINT USER**

As used in connection with Telephone Exchange Service, denotes an arrangement whereby an additional person or firm is permitted to use the business telephone exchange service of an existing Customer.

As used in connection with Telecommunications Channel Service, denotes a person who is designated by the Customer as a user of channel services of the Customer and to whom a portion of the charge for the service will be billed under a Joint User Arrangement as specified in this tariff.

**KILOBIT**

One thousand bits.

**LATA**

A Local Access and Transport Area established pursuant to the Modification of Final Judgment entered by the United States District Court for the District of Columbia in Civil Action No. 82-0192; or any other geographic area designated as a LATA in the National Exchange Carrier Association, Inc. Tariff FCC No. 4.

**LINK**

The physical facility from the network interface on an end-user's or carrier's premises to the point of interconnection on the main distribution frame of the Company's central office.

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**SECTION 1.0 - APPLICATION OF TARIFF (CONT'D)**

**1.2 Definitions (Cont'd)**

**LEASED CHANNEL**

A non-switched electrical path used for connection of equipment furnished by the subscriber to equipment furnished by the subscriber or the Company for a specific purpose.

**LOCAL CALL**

A call which, if placed by a Customer over the facilities of the Company, is not rated as a toll call.

**LOCAL CALLING**

A completed call or telephonic communication between a calling station and any other station within the local service area of the calling station.

**LOCAL CALLING AREA**

The area, consisting of one or more central office districts, within which a subscriber for exchange service may make telephone calls without a toll charge.

**LOCAL EXCHANGE CARRIER**

A company authorized to provide local exchange communications service.

**LOCAL EXCHANGE AREA**

The specific area served by, or purported to be served by an exchange.

**LOCAL SERVICE**

Telephone exchange service within a local calling area.

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SECTION 1.0 - APPLICATION OF TARIFF (CONT'D)

1.2 Definitions (Cont'd)

LOOP START

Describes the signaling between the terminal equipment or PBX/key system interface and the Company's switch. It is the signal requesting service.

LOOPS

Segments of a line which extend from the serving central office to the originating and to the terminating point.

MATR

Minimum Average Time Requirement.

MEASURED RATE SERVICE

A type of exchange service provided with additional charges for local calling based on usage on the local network. Charges for local usage are calculated on time of day, calendar day, distance of call and duration of call.

MEGABIT

One million bits.

MESSAGE RATE SERVICE

A type of exchange service provided at a monthly rate with an additional charge for local calling based on the usage of the local network. One completed call is equal to one message.

MOVE

The disconnection of existing equipment at one location and reconnection of the same equipment at a new location in the same building or in a different building on the same premises.

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**SECTION 1.0 - APPLICATION OF TARIFF (CONT'D)**

**1.2 Definitions (Cont'd)**

**MULTI-FREQUENCY ("MF")**

An inter-machine pulse-type used for signaling between telephone company switches, or between telephone company switches and PBX/key systems.

**MULTILINE HUNT**

A method of call signaling by which a call placed to one number is subsequently routed to one or more alternative numbers when the called number is busy.

N/A

Represents "Not Applicable."

N/C

Represents "No Charge."

**NETWORK CONTROL SIGNALING**

The transmission of signals used in the telecommunications system which perform functions such as supervision (control, status and charging signals), address signaling (e.g. dialing), calling and called number identification, audible tone signals (call progress signals indicating re-order or busy conditions, alerting) to control the operation of switching machines in the telecommunications system.

**NETWORK CONTROL SIGNALING UNIT**

The terminal equipment furnished, installed and maintained by the Telephone Company for the provision of network control signaling.

**NODE**

The location to which digital channels are routed and where access is provided to such lines and associated equipment for testing.

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**SECTION 1.0 - APPLICATION OF TARIFF (CONT'D)**

**1.2 Definitions (Cont'd)**

PBX

A private branch exchange.

RATE CENTER

A geographic reference point with specific coordinates on a map used for determining mileage when calculating charges.

RECURRING RATES AND CHARGES

The rates and charges that, unless otherwise stated herein, apply each month for services that the Company provides to the Customer. Such rates and charges shall continue to apply for each month that the Customer continues to obtain service(s) from the Company.

REFERRAL PERIOD

The time frame during which calls to a number which has been changed will be sent to a recording which will inform the caller of the new number.

REMOVAL OF ACCOUNT

A permanent cessation of telephone service caused by the Company and not voluntarily requested by a Customer.

RESALE OF SERVICE

The subscription to communications service and facilities by one entity and the reoffering of communications service to others (with or without 'adding value') for profit.

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**SECTION 1.0 - APPLICATION OF TARIFF (CONT'D)**

**1.2 Definitions (Cont'd)**

**SAME PREMISES**

All space in the same building in which one subscriber has the right of occupancy, and all space in different buildings on contiguous property when occupied solely by the same subscriber. Foyers, hallways and other space for the common use of all occupants of a building are considered the premises of the operator of the building.

**SERVICE COMMENCEMENT DATE**

The first day following the date on which the Company makes the requested service available for the Customer's use, unless extended by the Customer's refusal to accept the service which may occur if such service is not in conformance with the standards set forth in the Customer's original Service Order or in this tariff, in which case the Service Commencement Date is the date of the Customer's acceptance. The Company and Customer may mutually agree on a substitute Service Commencement Date.

**SERVICE ORDER**

The written request of the Customer for the Company's service(s). The Service Order must be executed by the Customer in a format devised by the Company. The signing of a Service Order by the Customer and acceptance by the Company initiates the respective obligations of the parties as set forth therein and pursuant to this tariff, but the duration of the service is calculated from the Service Commencement Date.

**SERVING CENTRAL OFFICE**

The central office from which local service is furnished.

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SECTION 1.0 - APPLICATION OF TARIFF (CONT'D)

1.2 Definitions (Cont'd)

STATION

Each telephone on a line and where no telephone associated with the line is provided on the same premises and in the same building, the first termination in station key equipment or a jack for use with a portable telephone.

SUSPENSION

Suspension of service for nonpayment is interruption of incoming and outgoing service. Suspension of service at the subscriber's request is interruption of both incoming and outgoing service.

SYNCHRONOUS

Transmission in which there is a constant time interval between bits, characters or events.

T-1 SYSTEM

A type of digital carrier system transmitting voice or data at 1.544 Mbps. A T-1 carrier can handle up to 24 multiplexed 64 Kbps digital voice/data channels. A T-1 carrier system can use metallic cable, microwave radio or optical fiber as transmission media.

TELEPHONE CALL

A voice connection between two or more telephone stations through the public switched exchange system.

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**SECTION 1.0 - APPLICATION OF TARIFF (CONT'D)**

**1.2 Definitions (Cont'd)**

**TELEPHONE GRADE LINES**

Lines furnished for voice transmission or for certain signaling purposes.

**TERMINATION OF SERVICE**

Discontinuance of both incoming and outgoing service.

**TIE LINE**

A dedicated line connecting two switchboards or dial systems.

**TOLL CALL**

Any call extending beyond the local exchange of the originating caller which is rated on a toll schedule by the Company.

**TONE DIAL SIGNALING ("TD")**

An electronic signal emitted by the circuitry of Touch-Tone-type push-button dials to represent a dialed digit.

**TWO WAY**

A service attribute that includes DOD for outbound calls and can also be used to carry inbound calls to a central point for processing.

**USER**

A Customer or an Authorized User as defined herein who uses the Company's service(s) provided under this tariff.

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## SECTION 2.0 - GENERAL RULES AND REGULATIONS

### 2.1 General

For resold services, the Company concurs in the rules and regulations set forth in the SWBT General Exchange and Local Exchange tariffs on file with and approved by the Public Service Commission of the State of Missouri, and in any amendments thereto as authorized by the Missouri Public Service Commission or applicable law, subject however to the additional obligations and regulations found in this tariff. These additional obligations and regulations are set out in subsequent sections of this tariff.

The Company reserves the right to cancel and void the above concurrence statement, subject to requirements as may be ordered by the Missouri Public Service Commission, at any and such time as it appears that such cancellation is in the best interest of the Company and/or its customers.

### 2.2 Additional Obligations of the Company

#### 2.2.1. E-911

- (A) The Company is obligated to supply the E-911 service provider in the Company's service areas with accurate information necessary to update the E-911 database at the time the Company submits customer orders to the local exchange telecommunications company whose service is being resold pursuant to these tariffs.
- (B) At the time the Company provides basic local service to a customer by means of the Company's own cable pair, or over any other exclusively owned facility, the Company will be obligated to make the necessary equipment or facility additions in the 911 service provider's equipment in order to properly update the database for 911.
- (C) The Company will be obligated to provide facilities to route calls from the end users to the proper PSAP. The Company recognizes the authority of the E-911 customer to establish service specifications and grant final approval or denial of service configurations offered by the Company.
- (D) The Company will collect 911 surcharges and remit all surcharge revenue to the appropriate governmental entity pursuant to RSMo. 190.310.

#### 2.2.2 Telephone Numbers

The Telephone Company reserves the right to change the telephone number or numbers assigned to a customer or the central office designation associated with such telephone number or numbers, or both, as reasonably appropriate in the conduct of its business. The customer has no property right in any number or central office designation assigned by the Telephone Company in the furnishing of telephone service.

(N)

(N)

- \* The abbreviation "SWBT" used in the Tariff Reference section of each tariff page refers to Southwestern Bell Telephone Company

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SECTION 2.0 - GENERAL RULES AND REGULATIONS, (CONT'D)

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2.3 Advance Payments and Deposits

2.3.1 Advance Payments

To safeguard its interests, the Company may require the Customer to make an advance payment before services and facilities are furnished. The amount of the advance payment will be determined on a case by case basis and will conform to the applicable commission regulations. Advance payments will be applied to first months' billing, second month's billing, etc., until advance payment is exhausted. (C)

2.3.2 Deposits

The Company may require an applicant for service to post a deposit if: The applicant has an undisputed, unpaid bill with any telephone company. In addition to any necessary service connection charges and application fee, the applicant will be required to pay a deposit equal to twice the amount of the average monthly billing for business subscribers.

A deposit will not exceed the estimated charges for two (2) months' usage. The deposit will be returned or applied to the customers account:

- A. When an application of service has been cancelled prior to the establishment of service. The deposit will be applied to any charges applicable including installation charges and the excess portion of the deposit will be returned.
- B. At the end of twelve (12) months of satisfactory credit history, the deposit will be applied to the customers account.
- C. Upon cancellation of service, the Company will refund the customer's deposit or the balance in excess of unpaid bills for service.

The fact that a deposit has been made in no way relieves the Customer from complying with the regulations with respect to the prompt payment of bills on presentation.

On deposits held thirty (30) days or more, simple interest at the rate of nine percent (9%) per annum shall be credited annually to the account of the customer, or paid upon the return of the deposit, whichever occurs first. Interest will not accrue on any deposit after the date on which a reasonable effort has been made to return it to the customer.

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**SECTION 2.0 - GENERAL RULES AND REGULATIONS, (CONT'D)**

**2.4 Billing**

- 2.4.1 The company issues bills on a monthly basis with bills received by the customer on or about the same day each month.
- 2.4.2 The Company charges 1.5% per month for delinquent past due balances.

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**SECTION 2.0 - GENERAL RULES AND REGULATIONS, (CONT'D)**

**2.4 Billing (Cont'd)**

2.4.3 Carrier may, at its election and upon fifteen ( 15) days written notice, disconnect Service if charges are overdue. For purposes of this Section, the first day to be counted in the fifteen (15) day period shall be the date of the written notice. Carrier may disconnect on the day following the fifteenth (15th) day if any overdue charges described in the written notice remain unpaid. At least 24 hours preceding discontinuance of service, the Company will make reasonable efforts to contact the customer to advise them of discontinuance and of the steps to take to avoid discontinuance.

2.4.4 Notices of Discontinuance shall contain the following information:

- A. The name and address and telephone number of the customer.
- B. The statement of the reason for the proposed discontinuance and the cost (to the customer) for reconnection.
- C. The date after which the service will be discontinued unless the appropriate action is taken.
- D. How a customer may avoid the discontinuance.
- E. The customer's right to enter into a settlement agreement if the claim is for a charge not in dispute and the customer is unable to pay the charge in full.
- F. The telephone number where the customer may make an inquiry.
- G. A statement that this notice will not be effective if the charges involved are part of an unresolved dispute.
- H. A statement of the exception for medical emergencies as follows:

The Company will postpone a discontinuance for a time not in excess of 21 days if the telephone is necessary to obtain emergency medical assistance for a person who is a member of the household where the service is provided and where such a person is under the care of a physician. Any person who alleges such an emergency shall, if requested provide company with reasonable evidence of such necessity.

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**SECTION 2.0 - GENERAL RULES AND REGULATIONS, (CONT'D)**

**2.5 Customer Bill of Rights**

[Reserved for Future Use]

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**SECTION 2.0 - GENERAL RULES AND REGULATIONS, (CONT'D)**

**2.5 Customer Bill of Rights (Cont'd)**

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**SECTION 2.0 - GENERAL RULES AND REGULATIONS, (CONT'D)**

**2.5 Customer Bill of Rights (Cont'd)**

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**SECTION 2.0 - GENERAL RULES AND REGULATIONS, (CONT'D)**

**2.6 Limitations on Liability**

- 2.6.1 The Company shall not be liable for any delay or failure of performance or equipment due to causes beyond its control, including but not limited to: acts of God, earthquakes, fire, flood, tornadoes, explosion or other catastrophes; any law, order, regulation, direction, action, or request of the United States Government, or of any other government, including state and local governments having or claiming jurisdiction over the Company, or of any department, agency, commission, bureau, corporation, or other instrumentality of any one or more of these federal, state, or local governments, or of any civil or military authority; national emergencies; insurrections; riots; wars; unavailability of Company Facilities, criminal actions taken against the Company; failure or malfunction of equipment or facilities provided by the Customer or third parties; unavailability of rights-of-way or materials; or strikes, lock-outs, work stoppages, or other labor difficulties.
- 2.6.2 The Company shall not be liable for any act or omission of any entity furnishing to the Company or to the Company's Customers Company Facilities or any other arrangements or equipment used for or with the services that the Company offers or for the acts or omissions of other common carriers or warehousemen. The Company will provide credits for interruptions in service to the extent such credits are provided by the underlying carrier.
- 2.6.3 The Company shall not be liable for any damages or losses due to the fault or negligence of the Customer or due to the failure or malfunction of Customer-provided equipment or facilities.
- 2.6.4 The Company is not liable for any defacement of or damage to Customer premises resulting from the furnishing of Company Facilities or services on such premises or the installation or removal thereof, unless such defacement or damage is caused by gross negligence or willful misconduct of the Company's agents or employees.

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**SECTION 2.0 - GENERAL RULES AND REGULATIONS, (CONT'D)**

**2.6 Limitations on Liability (Cont'd)**

- 2.6.5 The Company shall be indemnified, defended and held harmless by the Customer and authorized users against any claim, loss or damage arising from the Customer's use of services furnished under this tariff, including claims arising out of any act or omission of the Customer or any Authorized Users, or claims for libel, slander, invasion of privacy, or infringement of patents, trade secrets, or copyrights arising from or in connection with the transmission of communications by means of Company Facilities or services, by means of the combination of Company Facilities with Customer-provided facilities or services, by means of Customer-provided facilities or services or by means of Customer's own communications.

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**SECTION 2.0 - GENERAL RULES AND REGULATIONS, (CONT'D)**

**2.6 Limitations on Liability (Cont'd)**

2.6.6 The Company shall not be liable for any claims for loss or damages involving:

- a) Breach in the privacy or security of communications transmitted over Company Facilities;
- b) Any representations made by Company employees, contractors, or agents that do not comport, or that are inconsistent, with the provisions of this tariff;
- c) Any act or omission in connection with the provision of 911, E911 or similar services;
- d) Any non-completion of calls due to network busy conditions;
- e) Any calls not actually attempted to be completed during any period that service is not available;
- f) Any actions by authorized governmental agencies or other parties authorized by law to perform wiretaps and surveillance activities;
- g) Injury to property or injury or death to persons, including claims for payments under Worker's Compensation laws or under any plan for employee disability or death benefits arising out of, or caused by, any act or omission of the Customer, or construction, installation, maintenance, presence, use or removal of the Customer's facilities or equipment connected or to be connected to Company Facilities;
- h) Libel;
- i) Slander;
- j) Infringement of patent, copyright, trade secrets or trademarks;
- k) Any unlawful or unauthorized use of Company Facilities and services;

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**SECTION 2.0 - GENERAL RULES AND REGULATIONS, (CONT'D)**

**2.6 Limitations on Liability (Cont'd)**

2.6.6 The Company shall not be liable for any claims for loss or damages involving: (Cont'd)

- l) Changes in any of the Company Facilities, or in any of the Company procedures or operations that render any equipment, facilities or services provided by the Customer obsolete or in need of modification;
- m) Any intentional, wrongful act of any Company employee(s), contractor(s) or agent(s) when such act is not within the scope of their responsibilities for the Company and/or is not authorized by the Company.

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**SECTION 2.0 - GENERAL RULES AND REGULATIONS, (CONT'D)**

**2.6 Limitations on Liability (Cont'd)**

- 2.6.7 The Company neither guarantees nor makes any warranty with respect to installations provided by it or its agents for use in an explosive atmosphere.
- 2.6.8 The Company shall be indemnified, defended and held harmless by the Customer from and against any and all claims, loss, demands, suits, or other action, or any liability whatsoever, including attorneys' fees, whether suffered, made, instituted or asserted by the Customer or by any other party, for any personal injury to or death of any person or persons, and for any loss, damage or destruction of any property, including environmental contamination, whether owned by the Customer or by any other party, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, presence, condition, location, use or removal of any equipment or facilities or the service. The Company reserves the right to require each Customer to sign an agreement acknowledging acceptance of the provisions of this Section as a condition precedent to such installations.
- 2.6.9 The Company assumes no responsibility for the availability (including timeliness) or performance of any Company Facilities including any cable or satellite systems or related equipment or arrangements under the control of other entities, or for other equipment or arrangements provided by other entities and used in serving the Customer, even if the Company has acted as the Customer's agent in arranging for such equipment, arrangements or services unless these services are directly related to the Company's provision of service. Such facilities are provided subject to such degree of protection or non-preemptibility as may be provided by the other entities.
- 2.6.10 Any claim of whatever nature against the Company shall be deemed conclusively to have been waived unless presented in writing to the Company within two (2) years after the date of the occurrence that gave rise to the claim (or commencing twenty one (21) days after remittance of the bill in the case of a dispute over charges or credits).

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**SECTION 2.0 - GENERAL RULES AND REGULATIONS, (CONT'D)**

**2.6 Limitations on Liability (Cont'd)**

2.6.11 The liability of the Company for errors in billing that result in overpayment by the Customer shall be limited to the following:

- a) The utility shall refund the overcharge with interest from the date of overpayment by the Customer.
- b) The rate of interest shall be the rate as established by the Commission.
- c) The refund shall be accomplished by a credit on a subsequent bill for telephone service, or by check if the account is final, or if so requested by the Customer.

2.6.12 The entire liability for any claim, loss, damage or expense from any cause whatsoever shall in no event exceed sums actually paid to the Company by the Customer for the specific services giving rise to the claim.

2.6.13 With respect to Telecommunications Relay Service (TRS), any service provided by Company which involves receiving, translating, transmitting or delivering messages by telephone, text telephone, a telecommunications device for the deaf, or any other instrument over the facilities of Company or any connecting Carrier, Company's liability for the interruption or failure of the service shall not exceed an amount equal to the Company's charge for a one minute call to the called station at the time the affected calls were made.

2.6.13.1 Effective July 1, 2003, the Missouri Telecommunications Relay Service (TRS) charge will be \$0.10 per line. (N)  
(N)

2.6.14 THE COMPANY MAKES NO WARRANTIES OR REPRESENTATIONS, EXPRESSED OR IMPLIED EITHER IN FACT OR BY OPERATION OF LAW, STATUTORY OR OTHERWISE, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR USE, EXCEPT THOSE EXPRESSLY SET FORTH HEREIN.

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SECTION 2.0 - GENERAL RULES AND REGULATIONS, (CONT'D)  
Service Commission

## 2.7 Presubscription-2 (PIC)

Customers may be presubscribed to the carrier of their choice for both interLATA and intraLATA service. The Customer will incur a charge as provided below each time there is a change in the long distance carrier associated with the Customer's intraLATA or interLATA service after the initial installation of service. For example, if a Customer changes both its interLATA and intraLATA carriers simultaneously, a total of two (2) separate charges will apply (one for the interLATA change and one for the intraLATA change).

Each Carrier Change

Non-  
recurring

Per line/trunk (T)

\$3.75 (R)

(D)  
|  
(D)

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**SECTION 2.0 - GENERAL RULES AND REGULATIONS, (CONT'D)**

**2.8 Operator Services**

- 2.8.1 Allegiance will not bill for incomplete calls where answer supervision is available. Allegiance will not bill for incomplete calls and will remove any charges for incomplete calls upon (a) subscriber notification or (b) Allegiance's knowledge.
- 2.8.2 The caller and billed party, if different from the caller, will be advised that Allegiance is the operator service provider at the time of the initial contact.
- 2.8.3 Rate quotes will be given upon request, at no charge, including all rate components and any additional charges.
- 2.8.4 Only tariffed rates approved by this Commission for Allegiance shall appear on any local exchange telephone company (LEC) billings.
- 2.8.5 Allegiance shall be listed on the LEC billing if the LEC has multi-company billing ability.
- 2.8.6 Allegiance will employ reasonable calling card verification procedures, acceptable to the telephone company issuing the calling card.
- 2.8.7 Allegiance will route all 0- or 00- emergency calls in the quickest possible manner to the appropriate local emergency service provider, at no charge.
- 2.8.8 Upon request, Allegiance will transfer calls to other authorized interexchange companies or to the LEC, if billing can list the caller's actual origination point.
- 2.8.9 Allegiance will refuse operator services to traffic aggregators which block access to other companies.
- 2.8.10 Allegiance will assure that traffic aggregators will post and display information including: (1) that Allegiance is the operator service provider; (2) detailed complaint procedures; and (3) instructions informing the caller on procedures to reach the LEC operator and other authorized interexchange companies.

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**SECTION 2.0 - GENERAL RULES AND REGULATIONS, (CONT'D)****2.9 Taxes and Surcharges**

The customer is responsible for the payment of any sales, use, gross receipts, excise, or other local, state, and federal taxes, charges, or surcharges. Allegiance will itemize taxes and surcharges as separate line items on the customer's bill. All charges and fees except taxes and franchise fees will be submitted to the MO PSC for prior approval.

**2.10 Special Construction**

Subject to the agreement of the Company and to all of the regulations contained in this tariff, special construction of facilities may be undertaken on a reasonable efforts basis at the request of the Customer. Special construction is construction undertaken:

- a) where facilities are not presently available, and there is no other requirement for the facilities so constructed;
- b) of a type other than that which the Company would "normally" utilize in the furnishing of its services;
- c) over a route other than that which the Company would normally utilize in the furnishing of its services;
- d) in a quantity greater than that which the Company would normally construct;
- e) on an expedited basis;
- f) on a temporary basis until permanent facilities are available;
- g) involving abnormal costs; or
- h) in advance of its normal construction.

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SECTION 2.0 - GENERAL RULES AND REGULATIONS, (CANCELS 2<sup>nd</sup> Revised Page 43.1)

REC'D AUG 09 2002

## 2.11 Allegiance Standard Discount Pricing Plan

Service Commission

The Company's pricing structure offers discounts on its monthly recurring charges based upon a non-term plan (month to month) or term plan agreement as specified by the Customer. A Customer may select a monthly, one-year, or two-year plan period, which defines the Customer's fixed percentage discount as follows:

Monthly Plan	10% Discount
One-year Term Plan	15% Discount
Two-year Term Plan	20% Discount

Discounts are applied to the base rates identified in this tariff. The minimum discount rate of 10% applies to Customers utilizing the Company's services on a month to month basis and where a predetermined term plan has not been indicated. Upon selecting a term plan, the Customer agrees to fulfill the minimum time requirement of the contract, which will commence when service is initiated.

A Customer may increase the term period of the contract at any time, thus increasing the rate of the discount applicable to the Customer's service arrangement.

The Company's pricing structure also offers a 25% discount on non-recurring charges applicable to the Customer's specific service options.

Customers who make a monthly revenue commitment for Allegiance services will receive the associated rate indicated within this tariff. All services billed by the Company, including local, long distance and calling card services, will contribute to the monthly revenue commitment. If the customer does not meet their monthly revenue commitment, the customer will be invoiced for the difference.

Customers who terminate services (except Integrated Services) prior to fulfilling their term commitment may be assessed a termination liability fee in an amount equal to the monthly revenue commitment level multiplied by the number of months remaining in their term. Customers who terminate Integrated Services (Integrated Access and Total Communications) prior to fulfilling their term agreement may be assessed a termination liability fee equal to the monthly recurring charges multiplied by the number of months remaining in the term agreement. The termination liability will be billed in one lump sum. Customers will not incur a termination liability fee if they: (1) agree to sign a new term plan agreement for a period equal to or greater than the time remaining in their current plan; and (2) commit to a monthly revenue commitment level equal to or greater than their current minimum monthly commitment level.

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**SECTION 2.0 - GENERAL RULES AND REGULATIONS, (CONT'D)**

**2.11 Allegiance Standard Discount Pricing Plan (Cont'd)**

The following services and/or charges are not eligible for discounted pricing:

- Account Setup Fee
- Calling Card Service
- End User Common Line Charge
- End User Port Charge
- Digital PBX Trunk Package Service
- Directory Assistance
- Integrated Services\*
- Operator Services
- Public/Pay Telephone Surcharge
- Switched and Dedicated Long Distance
- Switched and Dedicated Toll Free Service
- Usage Sensitive Features

Services provided on a pure resale basis do not receive discounts on monthly recurring or non-recurring charges. These discounts apply regardless of the term period selected.

(C)  
(C)

\*Line and data services only. Discounted pricing still applies to features and applicable usage.

**SECTION 2.0 - GENERAL RULES AND REGULATIONS, (CONT'D)** **REC'D AUG 09 2002**

**2.12 Independence Plan Discount Pricing**

**Service Commission(N)**

The Independence Plan will offer three (3) levels of discounts to its customers based on the number of features, revenue volume and revenue commitments.

**Level 1 - Independence Plan Feature Discounts**

The Independence Plan Feature Discount will discount features based on the number of features subscribed to a line. List rates will be established for Custom Calling features at the market level. Independence Plan Feature Discounts are determined at a line level based on the number (see Chart 1) of eligible (see Chart 2) features that are subscribed to on the individual line. This discount is applied before any other discounts.

Number of Customer Calling Features on a Line	Feature Discount
2	20%
3	30%
4 or more	40%

Custom Calling Features	Contributory	Eligible
Caller ID options	Yes	Yes
Call Forwarding options	Yes	Yes
Call Waiting	Yes	Yes
Call Return	Yes	Yes
Auto Redial	Yes	Yes
Three Way Calling	Yes	Yes
Speed Dial options	Yes	Yes
Distinctive Ring	Yes	Yes
Anonymous Call Rejection	No	No
Selective Blocking (Per Call)	No	No
Complete Blocking (Per Line)	No	No
Call Transfer	No	No
Message Waiting Indicator	No	No

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## SECTION 2.0 - GENERAL RULES AND REGULATIONS, (CONT'D)

### 2.13 Independence Plan Discount Pricing, Cont'd.

#### Level 2 - Independence Plan Volume Discounts

The tier level of the term commitment determines the retroactive (per invoice cycle) volume discount schedule. All tier levels have a one-year term commitment for Missouri service locations. Total contributory services under the Customer Master Account Level are to be aggregated during the billing cycle, to determine the earned discount percentage. The earned discount percentage will be applied to all eligible billing to determine The Independence Plan Volume Discounts earned. Product discounts are determined after feature discounts are applied.

Total Monthly Charges	Tier 1 Commitment	Tier 2 Commitment <sup>1</sup>
\$100.01 - \$149.99	10%	15%
\$150.00 - \$299.99	13%	18%
\$300.00 - \$599.99	15%	20%
\$600.00 - \$1199.99	17%	22%
\$1,200.00 - \$2,399.99	19%	24%
\$2,400.00 - \$3,699.99	21%	26%
\$3,700.00 - \$5,599.99	23%	28%
\$5,600.00 +	25%	30%

Products and Services	Contributory	Eligible
Dedicated Internet Access Services	Yes	Yes
Total Communications – Base Package	Yes	No
Total Communications – Incrementals	Yes	No
Integrated Access Channel Packages	Yes	No
Business Line and Analog PBX Trunk	Yes	Yes
Digital PBX Service	Yes	Yes
Digital PBX Package	Yes	No
ISDN PRI Service	Yes	Yes
ISDN PRI Package (Promo)	Yes	No
Remote Call Forwarding (RCF)	Yes	Yes
Voice Mail	Yes	Yes
Custom Calling Features	Yes	Yes
Directory Listing Services	Yes	Yes
Usage Sensitive Services	Yes	Yes
Operator Services	Yes	Yes
Wire Maintenance Plan	Yes	Yes
Toll Blocking Options	Yes	Yes
Local Usage	Yes	Yes

<sup>1</sup> Missouri service locations have a one-year term commitment. Non-Missouri service locations have a two-year term commitment.

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**SECTION 2.0 - GENERAL RULES AND REGULATIONS, (CONT'D)**

REC'D AUG 09 2002(N)

**2.14 Independence Plan Discount Pricing, Cont'd.**

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**Level 2 - Independence Plan Volume Discounts , cont'd.**

Products and Services	Contributory	Eligible
InterLATA Usage	Yes	No
IntraLATA Usage	Yes	Yes
Toll Free	Yes	No
Service Order Charges	No	No
Installation Charges	No	No
Promotional Installation Charges	No	No
International Usage	Yes	No
Calling Card	Yes	No
Local Number Portability	Yes	No
No Primary Interexchange Carrier – Primary Interexchange Carrier Charge	No	No
End User Common Line Charge	Yes	No
Account Set Up Charge	No	No
Taxes	No	No
Universal Service Fund	No	No
Local Call Detail Charge	Yes	Yes
Allegiance Internet Services	Yes	Yes
Allegiance Select Usage	No	No
Individual Case Basis	Yes	No
Other	TBD	TBD

(N)

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**SECTION 2.0 - GENERAL RULES AND REGULATIONS, (CONT'D)****2.15 Independence Plan Discount Pricing, Cont'd.**

Service Commission

**Level 3 - Independence Plan Customer Revenue Commitment Discounts**

Customer has the option to make a monthly-billed revenue guarantee, and receive an additional discount off net total billing for the invoice cycle, before the application of any taxing elements.

Customer Level Commitment	
\$500	3%
\$1000	4%
\$1500	5%
\$2000	6%
\$2500	7%

Customer Level Commitments are measured at the Customer Master Account level, governing all invoices and service locations associated with the customer master service agreement. This discount is to be applied to the net total invoiced charges before the application of any taxing elements for the billing cycle, after all other product charges and/or discounts are applied. Any Allegiance Select usage will **NOT** contribute to the Customer Level Commitment discount.

If customer does not meet the revenue commitment, a shortfall penalty will be assessed, and no further discounting will be applied. At the time a multi-location customer agrees to a customer revenue commitment, the customer must determine which location will be billed the shortfall amount.

If customer's total billing (before application of taxing elements) for the invoice cycle does not meet the revenue commitment after the Independence Plan Customer Revenue Commitment Discounts are applied, NO shortfall penalty will be assessed. For example, a customer agrees to a \$500 revenue commitment and after all the applicable discounts are applied the customer's invoice amount is \$510. Since they reached their minimum revenue commitment they qualify for an additional 3% (\$15.30). When you subtract the discount from the total invoice the customer's billable amount is now \$494.70. Though their total billable amount (after all discounts) falls below their commitment we will not charge them a shortfall since it was the discount that took them below.

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SECTION 3.0 - LOCAL SERVICE AREAS

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3.1 Local Service Areas

Allegiance provides local exchange and basic local exchange telecommunications service in the following exchanges currently served by Southwestern Bell Telephone. The geographic area in which service is to be offered follows the exchange boundaries and is no smaller than an exchange. Allegiance concurs in Southwestern Bell's local calling scopes that apply to the specified exchanges.

3.1.1 The St. Louis Metropolitan Exchange and the exchanges in the following zones:

	Rate Group
St. Louis Metropolitan Exchange Principal Zone	D (Principal)
MCA-1 Zones:	
Ladue	D (MCA-1)
Mehlville	D (MCA-1)
Overland	D (MCA-1)
Sappington	D (MCA-1)
Webster Groves	D (MCA-1)
MCA-2 Zones:	
Bridgeton	D (MCA-2)
Creve Coeur	D (MCA-2)
Kirkwood	D (MCA-2)
Oakville	D (MCA-2)
MCA-3 Zones:	
Manchester	B
St. Charles	B

Exchange	Exchange Areas Included in Primary Service Area
Principle St. Louis Zone	All subscribers in the St. Louis Metropolitan Exchange; plus Optional Metropolitan Calling Area service subscribers in Southwestern Bell's exchanges of Portage Des Sioux, St. Charles, Chesterfield, Manchester, Valley Park, Fenton, Maxville, Imperial, Harvester, Pond, Eureka, High Ridge, Antonia, Herculaneum-Pevely, Gray Summit, Pacific, Cedar Hill, Ware, Hillsboro, Festus-Crystal City and Desoto; Verizon exchanges of St. Peters, O'Fallon, Dardenne, Winfield, Troy, Old Monroe, Moscow Mills, Wentzville, Foristell, New Melle, Defiance and Augusta; and Orchard Farm Telephone Company's exchange of Orchard Farm. In addition, customers in East St. Louis <sup>1</sup> and Granite City, Illinois <sup>1</sup> who subscribe to Extended Local Area Service.

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(M) (N)

\*\*Material previously located on this page now appears on Page 44.4

<sup>1</sup> Illinois Bell Telephone Company Exchanges

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SECTION 3.0 - LOCAL SERVICE AREAS

REC'D OCT 17 2001

3.1 Local Service Areas, (Cont'd)

Service Commission<sup>(N)</sup>

3.1.1 (Cont'd)

Exchange

Exchange Areas  
Included in Primary Service Area

MCA-1 Zones

Ladue

Overland

Webster Groves

All subscribers in the St. Louis Metropolitan Exchange; plus Optional Metropolitan Calling Area service subscribers in Southwestern Bell's exchanges of Portage Des Sioux, St. Charles, Chesterfield, Manchester, Valley Park, Fenton, Maxvillet Imperial, Harvester, Pond, Eureka, High Ridge, Antonia, Herculaneum-Pevely, Gray Summit, Pacific, Cedar Hill, Ware, Hillsboro, Festus-Crystal City and Desoto; Verizon exchanges of St. Peters, O'Fallen, Dardenne, Winfield, Troy, Old Monroe, Moscow Mills, Wentzville, Foristell, New Melle, Defiance and Augusta; and Orchard Farm Telephone Company's exchange of Orchard Farm.

Mehlville

All subscribers in the St. Louis Metropolitan Exchange and Maxville; plus Optional Metropolitan Calling Area service subscribers in Southwestern Bell's exchanges of Portage Des Sioux, St. Charles, Chesterfield, Manchester, Valley Park, Fenton, Imperial, Harvester, Pond, Eureka, High Ridge, Antonia, Herculaneum-Pevely, Gray Summit, Pacific, Cedar Hill, Ware, Hillsboro, Festus-Crystal City and Desoto; Verizon exchanges of St. Peters, O'Fallen, Dardenne, Winfield, Troy, Old Monroe, Moscow Mills, Wentzville, Foristell, New Melle, Defiance and Augusta; and Orchard Farm Telephone Company's exchange of Orchard Farm.

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SECTION 3.0 - LOCAL SERVICE AREAS

REC'D OCT 17 2001

3.1 Local Service Areas, (Cont'd)

Service Commission<sup>(N)</sup>

3.1.1 (Cont'd)

Exchange

Exchange Areas  
Included in Primary Service Area

MCA-1 Zones (Cont'd)

Sappington

All subscribers in the St. Louis Metropolitan Exchange, Fenton and Mine; plus Optional Metropolitan Calling Area service subscribers in Southwestern Bell's exchanges of Portage Des Sioux, St. Charles, Chesterfield, Manchester, Valley Park, Fenton, Mamrille, Imperial, Harvester, Pond, Eureka, High Ridge, Antonia, Herculaneum-Pevely, Gray Summit, Pacific, Cedar Hill, Ware, Hillsboro, Festus-Crystal City and Desoto; Verizon exchanges of St. Peters, O'Fallen, Dardenne, Winfield, Troy, Old Monroe, Moscow Mills, Wentzville, Foristell, New Melle, Defiance and Augusta; and Orchard Farm Telephone Company's exchange of Orchard Farm.

MCA-2 Zones

Bridgeton

All subscribers in the St. Louis Metropolitan Exchange; plus Optional Metropolitan Calling Area service subscribers in Southwestern Bell's exchanges of Portage Des Sioux, St. Charles, Chesterfield, Manchester, Valley Park, Fenton, Mamrille, Imperial, Harvester, Pond, Eureka, High Ridge, Antonia, Herculaneum-Pevely, Gray Summit, Pacific, Cedar Hill, Ware, Hillsboro, Festus-Crystal City and Desoto; Verizon exchanges of St. Peters, O'Fallen, Dardenne, Winfield, Troy, Old Monroe, Moscow Mills, Wentzville, Foristell, New Melle, Defiance and Augusta; and Orchard Farm Telephone Company's exchange of Orchard Farm.

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SECTION 3.0 - LOCAL SERVICE AREAS

Missouri Public

3.1 Local Service Areas, (Cont'd)

REC'D OCT 17 2001

3.1.1 (Cont'd)

Service Commission<sup>(N)</sup>

Exchange

Exchange Areas  
Included in Primary Service Area

MCA-2 Zones (Cont'd)

Kirkwood

All subscribers in the St. Louis Metropolitan Exchange, Manchester, Fenton and Valley Park; plus Optional Metropolitan Calling Area service subscribers in Southwestern Bell's exchanges of Portage Des Sioux, St. Charles, Chesterfield, Maxville, Imperial, Harvester, Pond, Eureka, High Ridge, Antonia, Herculaneum-Pevely, Gray Summit, Pacific, Cedar Hill, Ware, Hillsboro, Festus-Crystal City and Desoto; Verizon exchanges of St. Peters, O'Fallen, Dardenne, Winfield, Troy, Old Monroe, Moscow Mills, Wentzville, Foristell, New Melle, Defiance and Augusta; and Orchard Farm Telephone Company's exchange of Orchard Farm.

Oakville

All subscribers in the St. Louis Metropolitan Exchange, Maxville and Imperial; plus Optional Metropolitan Calling Area service subscribers in Southwestern Bell's exchanges of Portage Des Sioux, St. Charles, Chesterfield, Manchester, Valley Park, Fenton, Harvester, Pond, Eureka, High Ridge, Antonia, Herculaneum-Pevely, Gray Summit, Pacific, Cedar Hill, Ware, Hillsboro, Festus-Crystal City and Desoto; Verizon exchanges of St. Peters, O'Fallen, Dardenne, Winfield, Troy, Old Monroe, Moscow Mills, Wentzville, Foristell, New Melle, Defiance and Augusta; and Orchard Farm Telephone Company's exchange of Orchard Farm.

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**SECTION 3.0 - LOCAL SERVICE AREAS**

**Missouri Public**

**3.1 Local Service Areas, (Cont'd)**

**REC'D OCT 17 2001**

**3.1.1 (Cont'd)**

**Service Commission** (N)

Exchange

Exchange Areas  
Included in Primary Service Area

MCA-2 Zones (Cont'd)

Creve Coeur

All subscribers in the St. Louis Metropolitan Exchange, Chesterfield and Manchester; plus Optional Metropolitan Calling Area service subscribers in Southwestern Bell's exchanges of Portage Des Sioux, St. Charles, Valley Park, Fenton, Maxville, Imperial, Harvester, Pond, Eureka, High Ridge, Antonia, Herculaneum-Pevely, Gray Summit, Pacific, Cedar Hill, Ware, Hillsboro, Festus-Crystal City and Desoto; Verizon exchanges of St. Peters, O'Fallen, Dardenne, Winfield, Troy, Old Monroe, Moscow Mills, Wentzville, Foristell, New Melle, Defiance and Augusta; and Orchard Farm Telephone Company's exchange of Orchard Farm.

(N)

**3.1.2 Optional Metropolitan Calling Area (MCA) Service**

(M)

**3.1.2.A Service Description**

1. Optional Metropolitan Calling Area (MCA) Service is available in St. Louis MCA.
2. In selected exchanges, MCA service is an optional service which provides the subscriber with an optional local calling area which includes the respective Metropolitan Exchange and certain customers in other exchanges where Optional MCA service is also available, as described in the section below.
3. In each MCA, exchanges and Metropolitan Exchange Zones are grouped into different MCA rate classifications. In the St. Louis MCA, exchanges where Optional MCA Service is available are classified as MCA-3, MCA-4, or MCA-5.

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**\*\*Material appearing on this page was previously on Page 44**

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**SECTION 3.0 - LOCAL SERVICE AREAS, (CONT'D) Missouri Public**

**3.1 Local Service Areas, cont.**

**REC'D OCT 17 2001**

**3.1.2 Optional Metropolitan Calling Area (MCA) Service, cont.**

**Service Commission**

**3.1.2.B Availability of Service**

**1. St. Louis Optional MCA**

The Southwestern Bell Telephone Company MCA-3 exchanges where Optional MCA service is available are: St. Charles, Manchester.

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(D)

(D)

**3.1.2.C Calling Scope**

**1. Service Areas**

**a. St. Louis MCA**

The total service area for the St. Louis MCA is comprised of the following six groups of zones and exchanges:

- I.** Southwestern Bell's St. Louis Metropolitan Exchange, including the Principal Zone; the MCA-1 Zones of Ferguson, Ladue, Mehlville, Overland, Riverview, Sappington and Webster Groves; and the MCA-2 Zones of Bridgeton, Creve Coeur, Florissant, Kirkwood, Oakville and Spanish Lake.
- II.** MCA-3 includes the following: Southwestern Bell's exchanges of Portage Des Sioux, St. Charles, Chesterfield, Manchester, Valley Park, Fenton, Maxville and Imperial; and Orchard Farm Telephone Company's exchange of Orchard Farm.

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**SECTION 3.0 - LOCAL SERVICE AREAS, (CONT'D)** **Missouri Public**

**3.1 Local Service Areas, cont.**

**REC'D OCT 17 2001**

**3.1.2 Optional Metropolitan Calling Area (MCA) Service, cont.**

**Service Commission**

**3.1.2.C Calling Scope, cont.**

**1. Service Areas, cont.**

**a. St. Louis MCA, cont.**

**III. MCA-4 includes the following: Southwestern Bell's exchanges of Harvester, Pond, Eureka, High Ridge, Antonia and Herculanum/Pevely; and Verizon exchanges of St. Peters, O'Fallon and Dardenne.**

**(T)**

**IV. MCA-5 includes the following: Southwestern Bell's exchanges of Gray Summit, Pacific, Cedar Hill, Ware, Hillsboro, Festus/Crystal City and DeSoto; and Verizon exchanges of Winfield, Troy, Old Monroe, Moscow Mills, Wentzville, Foristell, New Melle, Defiance and Augusta.**

**(T)**

**2. Optional MCA Calling Scopes**

**St. Louis MCA-3 Calling Scope**

The calling scope for MCA subscribers in MCA-3 exchanges includes all customers in the Metropolitan Exchange, all customers in MCA-3 exchanges, and MCA subscribers in MCA-4 and MCA-5 exchanges.

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**SECTION 3.0 - LOCAL SERVICE AREAS, (CONT'D)**

**Missouri Public**

**3.1 Local Service Areas, cont.**

**REC'D OCT 17 2001**

**3.1.2 Optional Metropolitan Calling Area (MCA) Service, cont.**

**Service Commission**

**3.1.2.D Regulations**

1. Unless otherwise specified in these regulations, Optional MCA is offered to all classes and grades of business customers located in an MCA exchange. (T)
2. In situations where multiple access lines share the same working telephone number, if one such line subscribes to Optional MCA service, then all lines must subscribe to Optional MCA service.
3. In situations where a hunting arrangement between access lines is provided by the Telephone Company, no Optional MCA line may be configured to hunt to a non-MCA line. (T)
4. Rate Application
  - a. The Optional MCA monthly rates specified herein, apply on a per-line basis. (T)
  - b. Optional MCA rates and charges apply in addition to all other rates and charges paid by the customer for other services of the Telephone Company.

**3.1.2.E Recurring Charges**

	Monthly	(N)
	<u>Recurring</u>	
Optional MCA Service	\$24.80	(N)

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**SECTION 4.0 - CONNECTION CHARGES**

**4.1 Connection Charges**

**4.1.1 General**

Connection Charges are nonrecurring charges which may apply to the following: (a) the installation of a new service; (b) the transfer of an existing service to a different location; (c) a change from one class of service to another at the same or a different location; or (d) restoral of service after suspension or termination for nonpayment. Connection Charges are listed with the service to which they apply or are provided in this Section.

The Company alone may make changes in the location of its lines and equipment. When it is found that a move or change of such lines or equipment has been made by others, the Connection Charge for the underlying service will apply as if the work had been done by the Company.

The Customer may be assessed a charge for any move, add or change of a Company service. Move, Add and Change are defined as follows:

**Move:** The disconnection of existing equipment at one location and reconnection of the same equipment at a new location in the same building or in a different building on the same premises.

**Add:** The addition of a service to existing equipment and/or service at one location.

**Change:** The change, including rearrangement or reclassification, of existing service at the same location.

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MAR 24 2000

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SECTION 4.0 - CONNECTION CHARGES, (CONT'D) **Missouri Public**

4.1 **Connection Charges (Cont'd)**

4.1.2 Exceptions to the Connection Charge

The Company may from time to time waive or reduce the connection charges as part of a promotion or trial.

4.1.3 Restoral Charge

A restoral charge applies each time a service is reconnected after suspension or termination for nonpayment pursuant to this tariff but before cancellation of the service.

Restoral Charge:  
(after company- initiated suspension, per line)

Non-Recurring Charge (N)  
\$20.00 (I)

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**SECTION 4.0 - CONNECTION CHARGES, (CONT'D)**

REC'D JUN 04 2002

**4.2 Rates and Charges**

Service Commission

**4.2.1 Network Switched Services**

Connection charges may apply when a Customer requests connection to one or more Network Switched Services as provided herein. Orders for services for the same Customer account made at the same time for the same premises will be considered one request. Feature activation charges may not apply if the features are ordered at the same time as other work for the same Customer account at the same premises.

	<u>Non-recurring</u>
Line Connection Charge, per Line or Trunk (Applies when new or additional service is established)	\$51.77
Record Changes (per billing record change order)	\$ 15.00 (I)
Establish or Rearrange Hunting Service	\$ 5.50
Telephone Number Change Charge, per line	\$ 20.00 (I)
Central Office and Line Feature Charges	
Account Set-Up Fee, per account, per location (Applies when establishing a new account with the company)	\$25.00

Activation charges may apply when a customer requests connection to or makes changes to one or more central office line features. Charges are applicable to include moves, adds, or changes as defined in Section 4.1.1.

	<u>Non-recurring</u>	
Line Rearrangement Charge, per line (Applies to change or add custom calling features to established service)	\$10.25	
Primary Service Ordering Charge (add/move lines, trunks, convert RCF to UNE)	\$35.00	(N)
Secondary Service Ordering Charge (add/change line features)	\$20.00	(N)

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**SECTION 4.0 - CONNECTION CHARGES, (CONT'D)**

Missouri Public

**4.2 Rates and Charges (Cont'd)**

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**4.2.2 Premises Visit**

Service Commission(N)

Premise visit charges apply when a visit to the Customer's premise by a Company technician identifies a problem as either 1) no trouble found according to line testing performed at demarcation point, or 2) trouble found attributable to Customer provided equipment (CPE). Premise visit charges will not apply to customers subscribing to an Inside Wire Maintenance Plan.

The time period for which the Premise Visit charge is applied will commence at Company personnel's arrival at the Customer's premise and end when work is completed.

Charge Per Visit

First hour, or any portion thereof	\$112.00
Each additional 30 minutes, or any portion thereof	\$ 45.00

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SECTION 4.0 - CONNECTION CHARGES, (CONT'D)

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4.2 Rates and Charges (Cont'd)

Service Commission

4.2.3 Missouri UNE-P Product and Feature Charges

The below products and features apply **ONLY to UNE-P customers**. Other Business Line products and features listed in the tariff may also apply to UNE-P customers.

Single Line (Non-Hunting)

Rate Group A	\$16.69
Rate Group C (Principal)	\$25.46
Rate Group C (MCA-1)	\$27.74

Multi-Line (Hunting)

Rate Group A	\$23.70
Rate Group C (Principal)	\$35.80
Rate Group C (MCA-1)	\$39.35

Optional Metropolitan Calling Area Service

Optional Metro Service – Springfield (MCA-2)	\$45.45 (I)
Optional Metro Service – St. Louis/Kansas City (MCA-4)	\$79.20 (I)
Optional Metro Service – St. Louis/Kansas City (MCA-5)	\$103.15 (I)

Extended Area Service Charge is a mandatory monthly charge assessed to each access line in certain exchanges, in addition to local line charge. For a list of exchanges and rates, please refer to Section 7.2.5 of this tariff.

Mileage Charge applies per line when main station line extends beyond the base rate area boundary.

Per Line	\$2.03
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Directory Assistance Call Completion applies per call, in addition to charge for Directory Assistance. No call allowance.

Per call	\$0.30
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IntraLATA Calling Plan applies to Intrastate IntraLATA and Interstate IntraLATA calls (18/6 second billing increments)

Per minute	\$0.075
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## SECTION 6.0 - ADDITIONAL SERVICES

### 6.1 Directory Assistance

Local Directory Assistance - Local Directory Assistance is a service where customers may request listing information for areas within their LATA or home NPA.

National Directory Assistance - National Directory Assistance is a service where customers may request listing information for areas outside their LATA or home NPA.

Call allowances are as stated below:

1. A credit will be given for calls to Directory Assistance when:

1. The Customer experiences poor transmission or is cut-off during the call,
2. The Customer is given an incorrect telephone number, or
3. The Customer inadvertently misdials an incorrect Directory Assistance NPA.

To receive a credit, the customer must notify the Company operator or Business Office of the problem experienced.

2. Exemptions

1. The single-line main telephone exchange line of a handicapped user, as defined by the Federal Register, Vol. 35 #126, which has been registered with the Company will be exempt from Directory Assistance charges.
2. Directory Assistance attempts to telephone numbers which are non-listed or non-listed and non-published are exempt from being charged a Directory Assistance charge, and shall not be included in the ten call allowance.

Local Directory Assistance, per call	\$1.25	(I)
National Directory Assistance, per call	\$1.25	(I)

### 6.2 Local Operator Services

Operator Assisted Surcharges - The following surcharges will be applied on a per call basis.

	Rate Per Call
Station to Station	\$1.50
Third Number Billing	\$1.50
Collect Calling	\$1.50
Person to Person	\$3.35

REC'D JAN 23 2002

P.S.C. MO. No. 2  
2<sup>nd</sup> Revised Page 61.1  
Cancels 1<sup>st</sup> Revised Page 61.1

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Service Commission

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## SECTION 6.0 - ADDITIONAL SERVICES

## 6.3 ALLEGIANCE SELECT USAGE CALL DETAIL

Description - Call detail records associated with Allegiance's intracompany calling plan will not appear on customer invoices. These usage records will be made available to the customer upon request only and are billed per line, per service location, per billing cycle. Call detail records will be provided for all eligible lines, whether specifically requested or not. Customer must request usage records each month, and requests can be made for up to three months of prior usage.

## Rates and Charges

Call Detail Record, per line, per service location, per billing cycle	\$20.00
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(N)

(N)

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SECTION 6.0 - ADDITIONAL SERVICES

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6.4 Busy Verification and Interrupt Service

Service Commission

6.4.1 General

Upon request of a calling party, the Company will verify a busy condition on a called line. An operator will determine if the line is clear or in use and report to the calling party. In addition, the operator will intercept an existing call on the called line if the calling party indicates an emergency and requests interruption.

6.4.2 Rate Application

a) A Verification Charge will apply when:

1. The operator verifies that the line is busy with a call in progress, or
2. The operator verifies that the line is available for incoming calls.

b) Both a Verification Charge and an Interrupt Charge will apply when the operator verifies that a called number is busy with a call in progress and the Customer requests interruption. The operator will interrupt the call advising the called party of the name of the calling party and the called party will determine whether to accept the interrupt call. Charges will apply whether or not the called party accepts the interruption.

c) No charge will apply when the calling party advises that the call is from an official public emergency agency.

6.4.3 Rates

	Rate Per Call
Verification Charge, each request	\$1.55 (I)
Interrupt Charge, each request	\$2.35 (I)

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SECTION 6.0 - ADDITIONAL SERVICES

6.5 Directory Listing Services

6.5.1 Directory Listing Definitions

Primary Listing - One listing, termed the primary listing, is included with each Customer's service with the primary line of a line hunting group and with each Joint User service.

Non-Listed Number (Private Directory Service) - A Non-Listed Number will be furnished at the Customer's request, providing for the omission or deletion of the Customer's listing from the telephone directory. Such listings will be carried in the Company's directory assistance and other records and will be given to any calling party. Charges for a Non-Listed Number are specified in Section 6.5.2.

Non-Published Number (Semi-Private Directory Service) - A Non-Published Number will be furnished at the Customer's request. A Non-Published Number is not listed in the telephone Company's directories, or on directory assistance records. Listing information (name, address and number) on a Non-Published Number is not available to the general public. Charges for a Non-Published Number are specified in Section 6.5.2.

Secretarial Listing - Applies to a customer engaged in furnishing service of a secretarial nature who may contract for telephone secretarial listings for the benefit of patrons.

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SECTION 6.0 - ADDITIONAL SERVICES

REC'D APR 26 2002

6.5 Directory Listing Services

Service Commission

6.5.1 Directory Listing Definitions (Cont'd)

Foreign Listing - Where available, a listing in a telephone directory which is not in the Customer's immediate calling area. The Customer will be charged the rates specified in the tariff published by the specific local exchange carrier providing the Foreign Listing.

Extra/Alternate Call Listing - Where available, a listing which references a telephone number which is not the primary listing for the Customer. The Customer must provide written verification that the alternate telephone number is authorized to accept calls. Charges for Alternate Call Listings are specified in Section 5.5.2, as Additional Listing.

Additional Listing - Where a customer is served by two or more lines in a series completion group arranged for a hunting operation.

Cross Reference Listing - A listing including additional telephone numbers of the same or another Customer to be called in the event there is no answer from the Customers telephone. Charges for reference listings are specified herein as Additional Listing.

Caption Listing - Listings may be indented under a caption or subcaption at no additional charge when in the judgement of the Company; the captions will facilitate the use of the service.

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(N)

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**SECTION 6.0 - ADDITIONAL SERVICES**

**REC'D AUG 09 2002**

**6.5 Directory Listing Services**

**Service Commission**

**6.5.2 Directory Listing Rates**

	<u>Monthly Recurring Charge</u>	<u>Non-Recurring Charge</u>
Primary Listing	N/C	N/C
Non-Listed Number	\$1.40 (I)	\$6.00
Non-Published Number	\$1.85	\$6.00
Extra Listing	\$2.85 (I)	\$9.50
Additional Listing	\$3.45	\$9.50
Foreign Listing	\$2.85 (I)	\$9.50
Secretarial Listing	\$3.65	\$9.50
Cross Reference Listing	\$2.45	\$9.50
Caption Listing	N/C	N/C

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SECTION 6.0 - ADDITIONAL SERVICES

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6.6 Blocking Service

Service Commission

6.6.1 General

Blocking service is a feature that permits Customers to restrict access from their telephone line to various discretionary services. The following blocking options are available to Customers:

- a) 900 and 976 Blocking - Allows the subscriber to block all calls beginning with the 900 and 976 prefixes (i.e. 900-XXX-XXXX) from being placed.

1. The Company shall provide blocking, where technically feasible, at no charge on a one-time basis to all telephone subscribers.
2. The Company may charge a nonrecurring fee for each subsequent request for blocking or unblocking pay-per-call service.
3. A subscriber who transfers service to a new location and is served by the same local exchange carrier shall be able to maintain blocking of pay-per-call service without any additional charge to establish blocking at the new location.
4. Requests by subscribers to remove pay-per-call blocking must be in writing to the Company.

- b) Involuntary Blocking of 900 and 976 Numbers - Involuntary blocking of 900 and 976 numbers may be implemented by the telephone company for failure to pay legitimate charges.

- c) Toll Restriction (1+ and 0+ Blocking) - Provides the subscriber with local dialing capabilities but blocks any Customer-dialed call that has a long distance charge associated with it.

Toll Restriction will not block the following types of calls: 911 (Emergency), 1+ 8XX (Toll Free), and operator assisted toll calls.

- d) Selective class of call screening - Restricts all toll calls other than collect or 3<sup>rd</sup> number (N) billing calls.

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## SECTION 6.0 - ADDITIONAL SERVICES

## 6.6 Blocking Service

## 6.6.2 Regulations

1. The Company will not be liable for any charge incurred when any long distance carrier or alternative operator service provider accepts third number billed or collect calls.
2. Blocking Service is available where equipment and facilities permit.

## 6.6.3 Rates and Charges

## 1. Nonrecurring Charges

The following rates and charges are in addition to all other applicable rates and charges for the facilities furnished.

	<u>Non- Recurring</u>	<u>Monthly Recurring</u>
900 and 976 Blocking (per line/Trunk) (subsequent requests for blocking and unblocking pay per call service, waived for 60 days following establishment of local exchange service)	\$18.25	N/C
Toll Restriction (per line)	\$8.25	\$20.00

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**SECTION 6.0 - ADDITIONAL SERVICES, (CONT'D)**

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**6.7 ALLEGIANCE WIRE MAINTENANCE PLAN**

**REC'D OCT 17 2001 (N)**

**6.7.1 General**

**Service Commission**

The Wire Maintenance Plan (WMP) is an optional plan which provides customers with a diagnosis of their inside wiring problem and any necessary repairs. WMP is only available to single, multi line, analog PBX and Integrated Access customers.

For a monthly fee per line, the WMP customer will receive wiring repairs at no incremental cost. There are no initiation fees. If a customer chooses to order WMP, it must be purchased on all eligible lines per service location. Existing customers purchasing the WMP will experience a 30 day waiting period before the plan is effective. New customers purchasing WMP will benefit from the plan upon initiation of their service.

Customers who do not subscribe to WMP may incur maintenance service charges for all Company premises visits and wiring repairs.

**6.7.2 Single-line Telephone Service**

Allegiance will diagnose, repair and maintain the inside wiring from the Demarcation Point, as defined in the Voice Service Order/ Integrated Services Order form, to and including the telephone jacks inside Customer's premises associated with each eligible telephone line covered under the WMP (subject to the "Exclusion" listed elsewhere in this section) that became necessary and are reported to Allegiance.

**6.7.3 Multi-Line or Analog Trunk Telephone Service**

Allegiance will diagnose, repair and maintain the inside wiring from the Demarcation Point, as defined in the Voice Service Order/Integrated Services Order form, to the extended Demarcation Point terminating at Customer's key service unit ("KSU"), or analog PBX, associated with each eligible telephone line covered under the WMP (subject to the "Exclusions" listed elsewhere in this section) that become necessary and are reported to Allegiance. Trouble isolation can often be accomplished through office testing facilities. Allegiance reserves the right to dispatch technicians at its sole discretion to isolate any service problems. Customers will be charged a maintenance service charge in accordance with the Allegiance Tariffed List Price for any technician service visit provide by Allegiance or its representatives, if Customer does not subscribe to the Wire Maintenance Plan.

(N)

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SECTION 6.0 - ADDITIONAL SERVICES, (CONT'D) REC'D OCT 17 2001

6.7 Allegiance Wire Maintenance Plan, (Cont'd)

Service Commission<sup>(N)</sup>

6.7.4 Line Eligibility

WMP is offered to Allegiance customers who have either standard single-line, multi-line or analog trunk telephone service. Customer must subscribe to WMP on all eligible telephone lines provided by Allegiance. WMP does not apply to the items specified under "Exclusions" in this tariff.

6.7.5 Limited 30-Day Warranty

Allegiance warrants for a period of thirty (30) days that the services and products provided under WMP will meet accepted industry practices. Should any failure to conform to this warranty appear and be reported to Allegiance within said thirty (30) day period, Allegiance shall re-perform the nonconforming services, and repair or replace the nonconforming product(s). Such re-performance of work, and repair or replacement of nonconforming products, shall constitute the entire liability of Allegiance and sole remedy of the Customer under this warranty, whether a claim or remedy is sought in contract, tort (including negligence), strict liability, or otherwise. THE FOREGOING WARRANTIES ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, WHETHER WRITTEN OR IMPLIED, IN FACT OR IN LAW. ALLEGIANCE DISCLAIMS ANY AND ALL WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

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SECTION 6.0 - ADDITIONAL SERVICES, (CONT'D)

REC'D OCT 17 2001

6.7 Allegiance Wire Maintenance Plan, (Cont'd)

(N)

6.7.6 Limitation of Liability

Service Commission

THE ENTIRE LIABILITY OF ALLEGIANCE AND CUSTOMER'S SOLE AND EXCLUSIVE REMEDY FOR ALL CLAIMS OR DAMAGES OF WHATEVER NATURE ARISING FROM OR IN ANY WAY RELATED TO THIS WIRE MAINTENANCE PLAN OR THE PROVISION OF SERVICE (INCLUDING THE FAILURE TO PROVIDE SERVICE, ANY LOSS OR USE OF WIRING, JACKS OR TELEPHONE EQUIPMENT, AND ANY DAMAGES RESULTING THERE FROM), INCLUDING BUT NOT LIMITED TO MISTAKES, OMISSIONS, INTERRUPTIONS, DELAYS, TORTIOUS CONDUCT, REPRESENTATIONS, ERRORS, OR OTHER DEFECTS, WHETHER CAUSED BY ACTS OF COMMISSION OR OMISSION, WHETHER SUCH DAMAGES ARE ASSERTED IN AN ACTION BROUGHT IN CONTRACT, IN TORT (INCLUDING NEGLIGENCE), STRICT LIABILITY OR PURSUANT TO SOME OTHER THEORY (INCLUDING DECEPTIVE TRADE PRACTICE CLAIMS) AND WHETHER OR NOT SUCH DAMAGES ARE FORESEEN OR UNFORESEEN SHALL BE LIMITED TO THE LESSER OF (i) AMOUNTS PAID TO ALLEGIANCE UNDER THIS WIRE MAINTENANCE PLAN, OR (ii) REFUNDS IN AN AMOUNT EQUAL TO THE PROPORTIONAL MONTHLY CHARGES UNDER THIS WIRE MAINTENANCE PLAN TO CUSTOMER FOR THE PERIOD OF SERVICE DURING WHICH ANY MISTAKE, OMISSION, INTERRUPTION, DELAY, ERROR, OR DEFECT IN THE SERVICE OR EQUIPMENT, OR ANY OTHER EVENT OR ACTION GIVING RISE TO ANY CLAIM, OCCURS. THIS LIMITATION OF LIABILITY APPLIES TO ALL CLAIMS, DEMANDS, ACTIONS, LIABILITY, COSTS OR ATTORNEYS' FEES ARISING IN WHOLE OR IN PART, FROM WARRANTIES, EXPRESS OR IMPLIED, DEFECTS IN MATERIALS, WORKMANSHIP OR DESIGN, NEGLIGENCE, GROSS NEGLIGENCE, STRICT LIABILITY, BREACH OF CONTRACT, OR ANY OTHER BASIS OF LIABILITY FOR ALLEGIANCE.

CUSTOMER SHALL BE SOLELY RESPONSIBLE FOR ALL LOSSES, DAMAGES, LIABILITIES, CLAIMS, AND EXPENSES ARISING OUT OF USE OF THE SERVICES BY CUSTOMER, ITS USERS, OR ANY OTHER PERSON OR ENTITY USING THE ACCOUNT WITH OR WITHOUT CUSTOMER'S KNOWLEDGE OR CONSENT. SOME JURISDICTION MAY NOT ALLOW A LIMITATION ON LIABILITY FOR NEGLIGENCE THAT CAUSES DEATH OR PERSONAL INJURY, AND ALLEGIANCE LIMITS ITS LIABILITY IN SUCH JURISDICTION ONLY TO THE DEGREE ALLOWED BY APPLICABLE LAW.

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**SECTION 6.0 - ADDITIONAL SERVICES, (CONT'D)**

**Missouri Public**

**6.7 Allegiance Wire Maintenance Plan, (Cont'd)**

**REC'D OCT 17 2001<sup>(N)</sup>**

**6.7.6 Limitation of Liability, (Cont'd)**

**Service Commission**

No special Damages

NOTWITHSTANDING ANY OTHER PROVISION HEREOF, ALLEGIANCE SHALL NOT BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, EXEMPLARY OR PUNITIVE DAMAGES (INCLUDING BUT NOT LIMITED TO DAMAGES FOR LOST PROFITS, LOST REVENUES, GOODWILL OR COSTS TO COVER), WHETHER OR NOT CAUSED BY THE ACTS OR OMISSIONS OR NEGLIGENCE OF ITS EMPLOYEES OR AGENTS, AND REGARDLESS OF ITS EMPLOYEES OR AGENTS, AND REGARDLESS OF WHETHER ALLEGIANCE HAS BEEN INFORMED OF THE POSSIBILITY OR LIKELIHOOD OF SUCH DAMAGES.

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SECTION 6.0 - ADDITIONAL SERVICES, (CONT'D)

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6.7 Allegiance Wire Maintenance Plan, (Cont'd)

Service Commission

6.7.7 Exclusions

- Data lines;
- Repairs to riser cables, house cables or cables between buildings;
- problems or malfunctions that exist prior to the commencement of the WMP;
- Malfunctions resulting from the use of voice grade lines to transmit or receive data or signals beyond the operating parameters of the telephone line;
- Repair or replacement of Customer's telephone equipment or instruments and other devices including, but not limited to KSU, telephone sets or station, computer modems and answering machines which are connected to the inside wire jacks;
- No temporary or loaner telephone equipment will be provided;
- Wiring from the extended Demarcation Point to Customer's key service unit;
- Wiring from Customer's key service unit to Customer's key service stations;
- Wiring for ISDN circuits or digital PBX trunks;
- Restoration to premises if asked to repair concealed wire;
- Installation of new telecommunications wiring, jacks or conduit;
- Repair or maintenance of inside wire and jacks for marine activity, recreational vehicles (RVs) and construction trailers, or other temporary or moveable structures;
- Repair of damages caused by Customer's faulty telecommunications equipment;
- Repair of damages due to the negligence, intentional misuse or abuse caused by Customer, its employees or agents;
- Repair of damages due to riots, acts of war, natural disasters such as floods, fire, windstorms and earth quakes, or acts of God; and
- Non-standing wiring, i.e., wiring which does not meet telephone industry standards or the National Electric Code Material Standards for carrying telephone signals. The Wire Maintenance Plan will cover the repair of breaks to non-standard wire, but only to restore the wire to its original condition. The Wire Maintenance Plan does not cover replacement of non-standard wire.

Allegiance, in its sole discretion, reserves the right to exclude other repairs or maintenance other than those set above.

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SECTION 6.0 - ADDITIONAL SERVICES, (CONT'D)

REC'D OCT 17 2001 (N)

6.7 Allegiance Wire Maintenance Plan, (Cont'd)

Service Commission

6.7.8 Termination

Customers may terminate participation in the Wire Maintenance Plan at any time by giving notice to Allegiance as set forth under the Notices provision of the Voice Service Order/Integrated Access Order form. Allegiance may terminate Customer's participation in the Wire Maintenance Plan as provided for under the Voice Service Order/Integrated Access Order form.

6.7.9 Effective Date

Commencement of coverage under the Wire Maintenance Plan for existing voice service shall not be effective until thirty (30) days after Allegiance receives Customer's request to commence the Wire Maintenance Plan. Commencement of coverage under the Wire Maintenance Plan for new voice service shall be effective on a date to be determined by Allegiance, which shall not be later than thirty (30) days after the installation of said new voice service. Should Customer subscribe to the Wire Maintenance Plan at the same time Customer request service on an inside wire or jack problem, the Wire Maintenance Plan will not cover service for that particular visit or problem, and Customer will be charged a maintenance service charge in accordance with the Allegiance Tariffed List Price.

6.7.10 Rates

Rates, per line/trunk \$5.50

(N)

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SECTION 6.0 - ADDITIONAL SERVICES, (CONT'D) Missouri Public

6.8 Intercept Services

REC'D DEC 31 2001

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6.8.1 General

Service Commission

Intercept Service provides a recorded announcement that states the line number status and a referral number, if available, for calls placed to a disconnected or changed business line number.

Intercept Service is subject to the availability of facilities.

Basic Intercept Service is provided free of charge to business customers for primary and DID numbers upon request for a minimum of 120 days. A charge applies per month per number for Extended Intercept Service in which a request is made for intercept service beyond the initial free time period. The service will be available for a maximum of eight months following the initial free period of Basic Intercept Service.

The charge for this service is billed in advance as a one time charge on the final invoice for that number, and is based on the length of time service is requested.

6.8.2 Rates

<u>Charges</u>	<u>Monthly Charge</u>
Basic Intercept Service	N/C
Extended Intercept Service (Per number referred)	\$10.00

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SECTION 6.0 - ADDITIONAL SERVICES, (CONT'D)

REC'D APR 26 2002 (N)

6.9 CD ROM Billing

Service Commission

6.9.1 Personal CD

The Personal CD includes the same information contained in our paper invoices, including call detail. It can include all invoices within one state and multilocation summary report, which breaks out taxes at the service location level.

	<u>NRC</u> <sup>1</sup>	<u>MRC</u> <sup>2</sup>
Personal CD	\$55.00	\$35.00

6.9.2 National CD

The National CD includes nationwide summary and remittance report of all locations. The National CD does not include call detail.

	<u>NRC</u> <sup>1</sup>	<u>MRC</u> <sup>2</sup>
National CD	\$55.00	\$35.00

(N)

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1 NRC is non-discountable

2 MRC is discountable

(N)  
(N)

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## SECTION 7.0 - NETWORK SWITCHED SERVICES

### 7.1 General

Network Switched Services provide a Customer with a connection to the Company's switching network which enables the Customer to:

- a) receive calls from other stations on the public switched telephone network;
- b) access the Company's local calling service;
- c) access the Company's operators and business office for service related assistance; access toll-free telecommunications service such as 8XX NPA; and access 911 service for emergency calling; and
- d) access the service of providers of interexchange service. A Customer may presubscribe to such provider's service to originate calls on a direct dialed basis or to receive toll free service from such provider, or may access a provider on an ad hoc basis by dialing the provider's Carrier Identification Code (1010XXX).

Network Switched Service is provided via one or more channels terminated at the Customer's premises. Each Network Switched Service channel corresponds to one or more analog, voice-grade telephonic communications channels that can be used to place or receive one call at a time.

Connection charges as described in this tariff apply to all services on a one-time basis unless waived pursuant to this Tariff or a promotional or trial offering.

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**SECTION 7.0 - NETWORK SWITCHED SERVICES, (CONT'D)**

REC'D OCT 17 2001

**7.2 Service Descriptions and Rates**

The following Access Service Options are offered:

Service Commission

Basic Local Line Service  
Local Digital PBX Trunk Service  
Local ISDN PRI Service  
Integrated Services

(T)

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**SECTION 7.0 - NETWORK SWITCHED SERVICES, (CONT'D)**

**7.2 Service Descriptions and Rates (Cont'd)**

**7.2.1 Basic Local Line/Trunk Service**

**A. Description**

Basic Local Line/Trunk Service provides a Customer with a single analog, voice-grade telephonic communications channel that can be used to place or receive one call at a time. Basic Lines/Trunks are provided for connection of Customer-provided single-line terminal equipment such as station sets or facsimile machines.

Each Basic Line/Trunk has the following characteristics:

Terminal Interface: 2-wire or 4-wire

Signaling Type: Loop start or Ground Start

Pulse Types: Dual Tone Multifrequency (DTMF)

Directionality: Two-Way, In-Only, or Out-Only, at the option of the Customer

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**SECTION 7.0 - NETWORK SWITCHED SERVICES, (CONT'D)**

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**7.2 Service Descriptions and Rates (Cont'd)**

Service Commission

**7.2.1 Basic Local Line/Trunk Service (Cont'd)**

**B. General**

Flat Rate Basic Local Line/Trunk Service: Calls to points within the local exchange area are not charged on the basis of the number of completed calls or minutes originating from the Customer's service.

**C. Recurring and Nonrecurring Charges**

Charges for each line/trunk include a monthly recurring service charge. Nonrecurring charges apply as described within this Tariff.

**Individual Line Charge:  
(per line)**

	<u>Monthly Recurring</u>
Rate Group B	\$23.10
Rate Group D (Principal)	\$33.55
Rate Group D (MCA-1)	\$35.00
Rate Group D (MCA-2)	\$36.95

**Multiline Key and PBX Trunk:  
(per line/trunk)**

	<u>Monthly Recurring</u>
Rate Group B	\$32.90 (I)
Rate Group D (Principal)	\$43.60
Rate Group D (MCA-1)	\$45.50
Rate Group D (MCA-2)	\$48.00

	<u>Non- Recurring</u>
Trunk Conversion Charge (to convert existing trunks from analog to digital, analog to PRI or vice versa)	\$5.50

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**SECTION 7.0 - NETWORK SWITCHED SERVICES, (CONT'D)**

**7.2 Service Descriptions and Rates (Cont'd)**

**7.2.2 Local Digital PBX Trunk Service**

**1. Description**

Local Digital PBX Trunk Service provides a Customer with connection to the Company switch via a DS1 digital local loop connection operating at 1.544 Mbps and time division multiplexed into 24 digital communications channels. Digital PBX Trunks are provided for connection of Customer-provided digital PBX equipment. Each Digital PBX Trunk has the following characteristics:

Terminal Interface:	DSX-1 panel
Signaling Type:	Ground, E&M I, II, III
Start Dial Indicator:	Immediate Wink, Delay Dial, Dial Tone
Pulse Type:	Dual Tone Multi-Frequency (DTMF)
Directionality:	In-Coming, Out-Going Only or Two Way, as specified by the Customer

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**SECTION 7.0 - NETWORK SWITCHED SERVICES, (CONT'D) Missouri Public**

**7.2 Service Descriptions and Rates (Cont'd)**

**REC'D OCT 17 2001**

**7.2.2 Local Digital PBX Trunk Service (Cont'd)**

**Service Commission**

**2. General**

Charges based on time periods and calendar days are provided herein. Nonrecurring connection and Service Order charges apply as described in Section 4 of this tariff.

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**3. Recurring and Nonrecurring Charges**

Connection charges applicable in Section 4 of this tariff, charges for each Local Digital PBX Trunk include a monthly recurring service charge for the local T1 loop, Digital Trunk Port and Switch Use charges.

(T)  
(T)

Where appropriate facilities do not exist, Special Construction charges will also apply, as described within Section 2 of this tariff.

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**SECTION 7.0 - NETWORK SWITCHED SERVICES, (CONT=D)**

**7.2 Service Descriptions and Rates, (Cont=d)**

**7.2.2 Local Digital PBX Trunk Service, (Cont=d)**

**3. Recurring and Nonrecurring Charges, (Cont=d)**

	<u>Monthly Recurring</u>	<u>Non- Recurring</u>	
Digital PBX Trunk	\$265.00		
Digital PBX Trunk /T1			
Initial		\$265.33	(R)
Each Additional		\$265.33	(R)
Digital Trunk Port	\$255.00	\$0.00	(R)
Switch Use (MRC)			
With DID, per channel	\$16.00		
Without DID, per channel	\$16.00		
T1/PRI Reconfiguration	\$75.00		

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**SECTION 7.0 - NETWORK SWITCHED SERVICES, (CONT=D)**

**7.2 Service Descriptions and Rates (Cont=d)**

**7.2.2 Local Digital PBX Trunk Service (Cont=d)**

**4. Digital PBX Trunk Packaged Offering**

The pricing for this product includes the T-1, Digital Trunk Port, Switch Use, EUCL, Touch Tone and Rotary Hunting.

The monthly and non-recurring charges for this service are not discounted.

(T)

<u>Rate Group</u>	<u>Trunks in Service</u>	<u>Monthly Recurring</u>	<u>Non- Recurring<sup>1</sup></u>	
B	12	\$408.00	\$199.00	(R)
	16	\$483.00	\$199.00	
	20	\$565.00	\$199.00	
	24	\$630.00	\$199.00	
D (Principal)	12	\$523.00	\$199.00	
	16	\$617.00	\$199.00	
	20	\$721.00	\$199.00	
	24	\$803.00	\$199.00	
D (MCA-1)	12	\$541.00	\$199.00	
	16	\$638.00	\$199.00	
	20	\$745.00	\$199.00	
	24	\$830.00	\$199.00	
D (MCA-2)	12	\$565.00	\$199.00	
	16	\$665.00	\$199.00	
	20	\$778.00	\$199.00	
	24	\$866.00	\$199.00	

<sup>1</sup>Other non-recurring charges as noted herein may apply, when applicable.

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**SECTION 7.0 - NETWORK SWITCHED SERVICES, (CONT'D)**

**7.2 Service Descriptions and Rates (Cont'd)**

**7.2.1 Basic Local Line/Trunk Service (Cont'd)**

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**SECTION 7.0 - NETWORK SWITCHED SERVICES, (CONT'D)****7.2 Service Descriptions and Rates (Cont'd)****7.2.3 ISDN PRI****A. ISDN PRI Trunk Service****1. General**

ISDN PRI trunk service provides access to and from the Public Switched Telephone Network (PSTN) for circuit switched voice (CSV) and circuit switched data (CSD) communications. ISDN PRI Trunk Service is provided using Integrated services Digital Network (ISDN) architecture. ISDN services available with ISDN PRI Trunk Service use Primary Rate Interface (PRI) technology. ISDN PRI Trunk Service employs a 1.544 Mbps facility typically divided into twenty-three B channels and one D channel. B channels are used for voice and data communications while the D channel provides out-of-band signaling.

**2. Service Components**

- (a) Trunk Interface (TI) - Provides the PRI termination and a digital multichannel transmission path between the central office and the customer's premises.
- (b) Backup D-Channel (BD-C) - Allows enhanced survivability of ISDN PRI Trunk links by providing automatic takeover for a failed D-channel.
- (c) Calling Line Identification (CLID) - Allows the number and/or name (where technically capable) of the calling party to be delivered to the called party as part of the called party set up message, i.e., before ringing begins.
- (d) Dynamic Channel Allocation (DCA) - Allows a customer to designate the quantity of call types to be allocated within previously provisioned criteria for either DID or DOD services.

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**SECTION 7.0 - NETWORK SWITCHED SERVICES, (CONT=D)****7.2 Service Descriptions and Rates (Cont=d)****7.2.3 ISDN PRI (Cont=d)****A. ISDN PRI Trunk Service (Cont=d)****2. Service Components (Cont=d)**

- (e) Network Ring Again (NRA) B Allows the customer to automatically complete calls made to busy stations of a different PRI connected PBX system served by the same central office switch.

**3. Recurring and Nonrecurring Charges**

Charges for each arrangement include a monthly recurring service charge. Nonrecurring charges apply as described below and within this Tariff.

	<u>Monthly Recurring</u>	<u>Nonrecurring</u>	
Primary Rate Interface (Initial Service Term) <sup>1</sup>			
Initial	\$625	\$265.33	(R)
Additional	\$625	\$265.33	(R)
Primary Rate Interface (Renewal Service Terms) <sup>2</sup>			
Month-To-Month	\$625	N/A	
1 Year Term	\$450	N/A	
2 Year Term	\$390	N/A	
Backup D-Channel, per TI	\$40	\$15	
Rearrangement of Backup D	N/A	\$25	
Calling Line Identification, per TI	\$100	\$100	
Dynamic Channel Allocation, per TI	\$375	\$10	
Change DCA (after install)	N/A	\$50	
Network Ring Again, per TI	\$25	N/A	(D)
			(D)
Add or rearrange ISDN PRI Trunk Service Component	N/A	\$52.25	

<sup>1</sup>Applies to customers ordering new PRI service.

<sup>2</sup>Applies to new customers converting PRI service to Allegiance from another provider and when renewing an expired Allegiance contract.

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## SECTION 7.0 - NETWORK SWITCHED SERVICES, (CONT'D)

## 7.2 Service Descriptions and Rates (Cont'd)

## 7.2.3 ISDN PRI (Cont'd)

## B. CSV/CSD Transport

The following rate elements provide for digital CSV/CSD transport through central office switching equipment and are in lieu of the local exchange access rates. These rate elements cover local exchange access usage only. the local loop is included in the rates for the digital services provided elsewhere in this tariff. These CSV/CSD local service transport options are offered only in conjunction with services provided under this tariff and are not available on a stand-alone basis. Each CSV/CSD transport rate element shall constitute a local exchange access arrangement and is offered with identical local usage options and calling scopes as defined in this tariff, unless otherwise specifically noted herein.

CSV/CSD Transport, per B Channel:

	Monthly <u>Recurring</u>
Rate Group D (Principal)	\$51.65
Rate Group B	\$38.10
Rate Group D (MCA-1)	\$53.55
Rate Group D (MCA-2)	\$56.05

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**SECTION 7.0 - NETWORK SWITCHED SERVICES, (CONT'D)****Missouri Public****7.2 Service Descriptions and Rates (Cont'd)****REC'D OCT 17 2001****7.2.4 Integrated Services****Service Commission****7.2.4.1 Integrated Access Bundled Package**

Integrated Access Bundled Package provides a customer channelized high capacity (1.544 Mbps) facility<sup>1</sup> between a customer premises and its serving office for connection to services provided by Allegiance. Integrated Access Bundled Package allows a customer to integrate voice and data services on a single high capacity facility. The service characteristics and capabilities of the voice services described in this Section are as described in this tariff for multi line business service.

The customer selects a package of 12, 16, 20, or 23 voice lines for local exchange access. The balance of the facility's capacity is available for data applications. The rates herein are for the portion of the service dedicated to voice applications. Charges for nonregulated services and options will apply. The charges for voice lines are inclusive of appropriate End User Common Line Charges (EUCL), Touch Tone and Hunting Charges.

Customers must sign a minimum one (1) year term agreement for Integrated Access Bundled Package. Full termination liabilities are assessed for early termination of service.

**Monthly Recurring Charges:**

	<b>Voice Channels</b>			
	<b><u>12</u></b>	<b><u>16</u></b>	<b><u>20</u></b>	<b><u>23</u></b>
Rate Group B	\$373.00	\$435.00	\$505.00	\$559.00
Rate Group D (Principle)	\$488.00	\$569.00	\$661.00	\$732.00
Rate Group D (MCA-1)	\$506.00	\$590.00	\$685.00	\$759.00
Rate Group D (MCA-2)	\$530.00	\$618.00	\$718.00	\$795.00

- 1 Integrated Access Bundled Package will be delivered to customers over T-1 or HDSL access. The decision to use HDSL vs. T-1 is an engineering and provisioning decision made solely at the discretion of the Company and is made based on the availability of HDSL facilities. Customers who fall within reach of an Allegiance HDSL-equipped collocation may have Integrated Access delivered to them via HDSL.

(N)

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SECTION 7.0 - NETWORK SWITCHED SERVICES, (CONT'D)

REC'D AUG 09 2002

7.2 Service Descriptions and Rates (Cont'd)

Service Commission

7.2.4 Integrated Services (Cont'd)

7.2.4.1 Integrated Access Bundled Package (Cont'd)

Non-Recurring Charges:

Installation Charge, (Applies when  
ordering new Integrated Access packages.  
Does not apply when upgrading or downgrading  
channels already established.)

\$899.00

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**SECTION 7.0 - NETWORK SWITCHED SERVICES, (CONT'D)**

Missouri Public

**7.2 Services Descriptions and Rates (Cont'd)**

REC'D APR 26 2002

**7.2.4. Integrated Services (Cont'd)**

Service Commission(T)

**7.2.4.2 Total Communications – 4 Base Line Package<sup>1</sup>**

Total Communications is designed for customer that need high-speed Internet Access and have 4-20 voice channels. The base package includes 4 voice channels and 256K of Internet Access. Customers may increase the amount of voice channels in one-channel increments (up to a maximum of 20 total voice channels). Total Communications integrates voice and data services on a single high capacity facility. The service characteristics and capabilities of the voice services described in this Section are as described in this tariff for multi line business.

The customer will select a package of 4 lines for local exchange access. The balance of the facilities capacity is available for additional voice or data applications. Charges for nonregulated services and options will apply in addition to the charges referenced below. The charges for voice lines are inclusive of appropriate End User Common Line (EUCL), Hunting, and Touch Tone Charges. (T)

Customers must sign a minimum (1) year term agreement for Total Communications. Full termination liabilities are assessed for early termination of service.

**Monthly Recurring Charges:**

**Voice Channels**

	Incremental Line Charge		(S)
	<u>MRC</u>	<u>NRC</u>	
Rate Group B Manchester –			
Base Package	\$130.00	\$899.00	
Incremental Lines <sup>2</sup>	\$32.50	\$39.19	
Rate Group B St. Charles –			
Base Package	\$127.60	\$899.00	
Incremental Lines	\$31.90	\$39.19	
Rate Group B Chesterfield –			
Base Package	\$133.12	\$899.00	
Incremental Lines	\$33.28	\$39.19	
Rate Group D Principal –			
Base Package	\$168.40	\$899.00	
Incremental Lines	\$42.10	\$39.19	
Rate Group D MCA-1 –			
Base Package	\$174.48	\$899.00	
Incremental Lines	\$43.62	\$39.19	
Rate Group D MCA-2 –			
Base Package	\$162.48	\$899.00	
Incremental Lines	\$45.62	\$39.19	
Optional MCA (St. Charles/Manchester) –			
Base Package	\$209.36	\$899.00	
Incremental Lines	\$52.34	\$39.19	(S)

Total Communications Service will be delivered to customers over T-1 or HDSL2 access. The decision to use HDSL2 vs. T-1 is an engineering and provisioning decision made solely at the discretion of the company and is made based on the availability of HDSL2 facilities. Customers who fall within the reach of an Allegiance HDSL2-equipped collocation may have Total Communications delivered to them via HDSL2.

<sup>1</sup> Product is no longer available to new customers.

<sup>2</sup> NRC applies only to add additional lines to existing service.

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**SECTION 7.0 - NETWORK SWITCHED SERVICES, (CONT'D)****7.2 Services Descriptions and Rates (Cont'd)****7.2.4 Integrated Services (Cont'd)****7.2.4.3 Total Communications – 6 Line Total Communications Package**

Total Communications is designed for customer that need high-speed Internet Access and have 6-20 voice channels. The base package includes 6 voice channels and 256K of Internet Access. Customers may increase the amount of voice channels in one-channel increments (up to a maximum of 20 total voice channels). Total Communications integrates voice and data services on a single high capacity facility. The service characteristics and capabilities of the voice services described in this Section are as described in this tariff for multi line business.

The customer will select a package of 6 lines for local exchange access. The balance of the facilities capacity is available for additional voice or data applications. Charges for nonregulated services and options will apply in addition to the charges referenced below. The charges for voice lines are inclusive of appropriate End User Common Line (EUCL), Hunting, and Touch Tone Charges.

New customers as of November 22, 2002 that select Metro service will be billed a Metro Additive Charge for each Metro line in addition to the Base Package and Incremental Line Charges in their applicable rate group. Existing customers who have Metro lines will be billed the Optional MCA package charges until their contract expires.

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Customers must sign a minimum (1) year term agreement for Total Communications. Full termination liabilities are assessed for early termination of service.

**Monthly Recurring Charges:**

	<b>Voice Channels</b>	
	<u>MRC</u>	<u>NRC</u>
Rate Group B Manchester –		
Base Package	\$195.00	\$899.00
Incremental Lines <sup>1</sup>	\$33.15	\$39.19
Rate Group B St. Charles –		
Base Package	\$191.40	\$899.00
Incremental Lines	\$32.55	\$39.19
Rate Group B Chesterfield –		
Base Package	\$199.68	\$899.00
Incremental Lines	\$33.95	\$39.19
Rate Group D Principal –		
Base Package	\$252.60	\$899.00
Incremental Lines	\$42.10	\$39.19
Rate Group D MCA-1 –		
Base Package	\$261.72	\$899.00
Incremental Lines	\$43.62	\$39.19
Rate Group D MCA-2 –		
Base Package	\$273.72	\$899.00
Incremental Lines	\$45.62	\$39.19
Optional MCA (St. Charles/Manchester) <sup>2</sup> –		
Base Package	\$314.04	\$899.00
Incremental Lines	\$52.34	\$39.19
Metro Additive	\$15.00	N/C

(N)

Total Communications Service will be delivered to customers over T-1 or HDSL2 access. The decision to use HDSL2 vs. T-1 is an engineering and provisioning decision made solely at the discretion of the company and is made based on the availability of HDSL2 facilities. Customers who fall within the reach of an Allegiance HDSL2-equipped collocation may have Total Communications delivered to them via HDSL2.

<sup>1</sup> NRC applies only to add additional lines to existing service.

<sup>2</sup> Optional MCA package grandfathered November 22, 2002 to existing customers. Customer's requesting optional MCA service after November 22, 2002 will be billed Metro additive charge in addition to Base Package and Incremental Line Charges.

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**SECTION 7.0 - NETWORK SWITCHED SERVICES, (CONT'D)** Missouri Public (N)

**Services Descriptions and Rates (Cont'd)**

7.2.4 Integrated Services (Cont'd)

REC'D MAY 28 2002

7.2.4.4 Total Communications - With Digital Handoff

Service Commission

Total Communications with Digital Handoff is designed for customers that need high-speed Internet Access and digital signaling on 6-20 voice channels. The base package includes 6 voice channels and 256K of Internet Access. The balance of the capacity is available for additional voice or data applications. Customers may increase the amount of voice channels in one-channel increments (up to a maximum of 20 total voice channels). Total Communications integrates voice and data services on a single high capacity facility.

The customer will be responsible for the connection from the Integrated Access Device to their equipment (no connection block will be provided with this service). Customers must digitally accept all of their channels. No more than two trunk groups will be provisioned for any given circuit. No custom calling features are available with this product. The available features are the same as those available with the company's Digital PBX product.

Charges for non-regulated services and options will apply in addition to the charges referenced below. The charges for voice lines are inclusive of appropriate End User Common Line (EUCL), Hunting, Touch Tone, and LNP charges. DID Pricing is available in Section 7.2.6 of this tariff. Customers must sign a minimum (1) year term agreement for Total Communications. Full termination liabilities are assessed for early termination of service.

Monthly Recurring Charges:

	Voice Channels	
	Incremental Line Charge MRC	NRC
Rate Group B Manchester -		
Base Package	\$120.00	\$899.00
Incremental Lines <sup>1</sup>	\$19.50	\$39.19
Rate Group B St. Charles -		
Base Package	\$120.00	\$899.00
Incremental Lines	\$19.50	\$39.19
Rate Group B Chesterfield -		
Base Package	\$120.00	\$899.00
Incremental Lines	\$19.50	\$39.19
Rate Group D Principal -		
Base Package	\$190.00	\$899.00
Incremental Lines	\$31.00	\$39.19
Rate Group D MCA-1 -		
Base Package	\$190.00	\$899.00
Incremental Lines	\$31.00	\$39.19
Rate Group D MCA-2 -		
Base Package	\$190.00	\$899.00
Incremental Lines	\$31.00	\$39.19
Optional MCA (St. Charles/Manchester) -		
Base Package	\$140.50	\$899.00
Incremental Lines	\$40.31	\$39.19

Total Communications Service will be delivered to customers over T-1 or HDSL2 access. The decision to use HDSL2 vs. T-1 is an engineering and provisioning decision made solely at the discretion of the company and is made based on the availability of HDSL2 facilities. Customers who fall within the reach of an Allegiance HDSL2-equipped collocation may have Total Communications delivered to them via HDSL

<sup>1</sup> NRC applies only to add additional lines to existing service.

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**SECTION 7.0 - NETWORK SWITCHED SERVICES, (CONT'D)**

(N)

**Services Descriptions and Rates (Cont'd)**

7.2.4 Integrated Services (Cont'd)

7.2.4.6 Local Loop Expense Recoup

Applies to recoup local loop costs incurred by the Company during extended delays by the customer to install device. Once service is activated, this charge will be replaced by applicable Package Charge associated with customer's Integrated Access or Total Communications Service.

Local Loop Expense Recoup, Per Month \$200.00

7.2.4.7 Inside Wiring Overage Charge (Special Construction)

Applies to recoup wiring expenses associated with the installation of Integrated Access and Total Communication Services over \$899.00 (Variable charge – per installation – INDIVIDUAL CONTRACT BASIS - ICB).

(N)

SECTION 7.0 - NETWORK SWITCHED SERVICES, (CONT'D)

7.2 Service Descriptions and Rates (Cont'd)

REC'D JUN 25 2002

7.2.5 Extended Area Service

Service Commission

Extended Area Service (EAS) is an arrangement whereby customers in one exchange or zone can call customers in contiguous exchanges. There is an EAS additive that applies, per exchange or zone, in addition to the applicable local exchange rates.

EAS is furnished at the additive rate established in the following exchanges:

Exchange	Monthly Recurring	Exchange	Monthly Recurring	Exchange	Monthly Recurring
Adrian	\$ 1.62	Caruthersville	\$ 3.49	Ferguson	N/C
Advance	\$ 1.03	Cedar Hill	\$ 2.51	Festus-Crystal City	\$ 1.28
Agency	\$ 9.00	Center	N/C	Fisk	\$ 6.19
Altenburg-Frohna	\$ 2.75	Chaffee	\$ 3.59	Flat River	\$ 3.59
Antonia	\$ 5.46	Charleston	\$ 2.01	Florissant	N/C
Archie	\$ 3.10	Chesterfield	\$ 2.51	Frankford	N/C
Argyle	N/C	Chillicothe	N/C	Fredericktown	N/C
Armstrong	\$ 9.00	Clarksville	\$ 5.31	Freeburg	N/C
Ash Grove	N/C	Clever	\$ 8.26	Fulton	N/C
Beaufort	N/C	Climax Springs	N/C	Gideon	\$ 4.23
Bell City	\$ 3.00	Creve Coeur	N/C	Gladstone	N/C
Belton	N/C	Deering	\$ 9.00	Glasgow	\$ 1.87
Benton	\$ 4.81	DeKalb	\$ 8.41	Grain Valley	N/C
Billings	\$ 2.51	Delta	\$ 5.46	Gravois Mills	\$ 2.51
Bismarck	\$ 1.77	DeSoto	\$ 1.77	Gray Summit	\$ 2.75
Bloomfield	\$ 3.83	Dexter	\$ 1.38	Greenwood	\$ 0.30
Bloomsdale	\$ 2.26	Downing	N/C	Hannibal	N/C
Blue Springs	N/C	East Independence	N/C	Harvester	\$ 2.11
Bonne Terre	\$ 2.01	East Prairie	\$ 1.13	Hayti	\$ 4.81
Boonville	\$ 0.40	Edina	N/C	Herculaneum- Pevely	\$ 2.11
Bowling Green	N/C	Eldon	\$ 1.38	Higbee	\$ 6.19
Bridgeton	N/C	Elsberry	\$ 0.54	High Ridge	\$ 2.51
Brookfield	N/C	Essex	\$ 5.31	Hillsboro	\$ 3.59
Camdenton	\$ 2.61	Eureka	\$ 4.58	Holcomb	\$ 6.69
Campbell	N/C	Excelsior Springs	N/C	Hornersville	\$ 4.23
Cape Girardeau	\$ 1.03	Fair Grove	N/C	Imperial	\$ 3.25
Cardwell	\$ 4.81	Farley	N/C	Independence	N/C
Carl Junction	\$ 4.96	Farmington	\$ 0.88	Jackson	\$ 3.10
Carrollton	N/C	Fayette	\$ 1.87	Jasper	N/C
Carthage	N/C	Fenton	\$ 1.38	Joplin	\$ 0.40

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## SECTION 7.0 - NETWORK SWITCHED SERVICES, (CONT'D)

Missouri Public

## 7.2 Service Descriptions and Rates (Cont'd)

REC'D JUN 25 2002

## 7.2.5 Extended Area Service (Cont'd)

Service Commission (N)

Exchanges	Monthly Recurring	Exchanges	Monthly Recurring	Exchanges	Monthly Recurring
Kansas City (Principal Zone)	N/C	Nashua	N/C	Sappington	N/C
Kennett	\$ 1.87	Neosho	N/C	Scott City	\$ 1.72
Kirkville	N/C	Nevada	\$ 0.64	Sedalia	N/C
Kirkwood	N/C	New Franklin	\$ 3.10	Senath	\$ 7.92
Knob Noster	N/C	New Madrid	\$ 2.61	Sikeston	\$ 0.54
La Monte	N/C	Nixa Zone	\$ 6.19	Slater	N/C
Ladue	N/C	Oak Ridge	\$ 9.00	Smithville	\$ 2.01
Lake Ozark-Osage Beach	\$ 4.58	Oakville	N/C	South Kansas City	N/C
Lamar	N/C	Old Appleton	\$ 8.41	Spanish Lake	N/C
Lancaster	N/C	Oran	\$ 3.98	Springfield (Principal Zone)	N/C
Leadwood	\$ 1.53	Overland	N/C	St. Charles (R)	\$ 0.78
Lee's Summit	N/C	Pacific	\$ 4.48	St. Clair	N/C
Liberty	N/C	Parkville	N/C	Ste. Genevieve	\$ 1.13
Lilbourne	\$ 4.33	Patton	N/C	St. Joseph	\$ 0.64
Linn	N/C	Paynesville	\$ 9.00	St. Louis (Principal Zone)	N/C
Lockwood	N/C	Perryville	\$ 0.64	St. Marys	\$ 9.00
Louisiana	\$ 0.64	Pierce City	\$ 3.59	Stafford	N/C
Macks Creek	N/C	Pocahontas-New Wells	\$ 9.00	Stanberry	N/C
Malden	\$ 1.28	Pond	\$ 8.26	Tiffany Springs	N/C
Manchester (R)	\$ 1.53	Poplar Bluff	\$ 0.78	Trenton	\$ 1.62
Marble Hill	N/C	Portage Des Sioux	N/C	Tuscumbia	\$ 5.56
Marceline	N/C	Portageville	\$ 1.53	Union	\$ 1.03
Marionville	N/C	Puxico	N/C	Valley Park	\$ 2.51
Marshall	N/C	Quilin	\$ 5.56	Versailles	\$ 0.78
Marston	\$ 9.00	Raytown	N/C	Vienna	N/C
Maxville	\$ 3.83	Republic Zone	\$ 3.49	Walnut Grove	N/C
Mehlville	N/C	Richmond	N/C	Wardell	\$ 4.23
Meta	N/C	Richwoods	N/C	Ware	\$ 9.00
Mexico	N/C	Risco	\$ 9.00	Washington	N/C
Moberly	\$ 0.54	Riverview	N/C	Webb City	\$ 1.77
Monett	\$ 1.03	Rogersville	N/C	Webster Groves	N/C
Montgomery City	\$ 1.13	Rushville	\$ 8.16	Wellsville	N/C
Morehouse	\$ 8.02	San Antonio	\$ 9.00	Westphalia	N/C
				Willard	N/C
				Wyatt	\$ 5.21

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**SECTION 7.0 - NETWORK SWITCHED SERVICES, (CONT'D)** **Missouri Public**

**7.2 Service Descriptions and Rates (Cont'd)**

7.2.5 Extended Area Service

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SECTION 7.0 - NETWORK SWITCHED SERVICES, (CONT'D)

REC'D OCT 17 2001

7.2 Service Descriptions and Rates (Cont'd)

7.2.6 DID Services

Service Commission

A. General

DID Service provides the Customer with Direct Inward Dialing on designated voice-grade communications channels. DID Service is to be used in connection with the Customer's Private Branch Exchange (PBX) system. Dialed digits are transmitted for all incoming calls thereby allowing the Customer's PBX system to route incoming calls directly to individual stations by Customer-assigned DID telephone number. Each trunk provisioned for DID Service is automatically configured into a Hunting Arrangement. Charges for blocks of telephone numbers assigned pursuant to the North America Numbering Plan.

B. Recurring and Nonrecurring Charges

Charges are in addition to Local Trunk services as described within this tariff. Additional nonrecurring charges may apply as described within this tariff.

	<u>Monthly Recurring</u>	<u>Non-Recurring Installation Charge</u>	<u>Service &amp; Equipment Charge</u>
DID Trunk Termination <sup>1</sup>	\$ 47.10	\$138.00	\$5.50
First 100 DID Numbers (or any fraction thereof)	\$ 23.50	\$165.00	\$5.50
Additional 100 Numbers (or any fraction thereof)	\$ 23.50	\$165.00	\$5.50
First 10 DID Numbers (or any fraction thereof)	\$ 5.00	\$165.00	\$5.50
Additional 10 Numbers (or any fraction thereof)	\$ 5.00	\$ 10.00	\$5.50
Removal of DID Number from block		\$ 10.00	\$5.50

<sup>1</sup> DID Trunk Termination only applies to Analog PBX Service

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**SECTION 7.0 - NETWORK SWITCHED SERVICES, (CONT'D)**

**Missouri Public**

**7.2 Service Descriptions and Rates (Cont'd)**

**REC'D OCT 17 2001**

**7.2.7 Central Office, Line And Trunk Features**

**Service Commission**

**A. General**

The features in this Section are made available on an individual basis or as part of multiple feature packages. All features are provided subject to availability; features may not be available with all classes of service. Transmission levels may not be sufficient in all cases. Central Office Calling Features are optional features of central office services furnished to individual line end users. The Company may furnish Central Office Calling Features where there is available central office equipment with the proper program updates as determined by the Company. Central Office Calling Features are only provided for basic access line services. The Customer will be billed a charge for each change made to features or a group of features included in the Customer's service.

**B. Description of Line and/or Trunk Features**

The following features are for end user lines:

Call Forwarding Busy Line - This feature automatically reroutes an incoming call to a Customer predesignated number when the called number is busy.

Call Forwarding Busy Line/Don't Answer - This feature automatically reroutes an incoming call to a Customer predesignated number when the called number is busy or when the called number does not answer within the number of rings programmed by the Company.

Call Forwarding Don't Answer - This feature automatically reroutes an incoming call to a Customer predesignated number when the called number does not answer within the number of rings programmed by the Company.

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**SECTION 7.0 - NETWORK SWITCHED SERVICES, (Cont'd)** **Missouri Public**

**7.2 Service Descriptions and Rates (Cont'd)**

**REC'D OCT 17 2001**

**7.2.7 Central Office, Line And Trunk Features (Cont'd)**

**(T)  
Service Commission**

**B. Description of Line and/or Trunk Features (Cont'd)**

Call Forwarding Variable - Call Forwarding, when activated, redirects attempted terminating calls to another Customer-specific line. The Customer may have to activate and deactivate the forwarding function and specify the desired terminating telephone number during each activation procedure. Call originating ability is not affected by Call Forwarding.

The calling party is billed for the call to the called number. If the forwarded leg of the call is chargeable, the Customer with the Call Forwarding is billed for the forwarded leg of the call.

Simultaneous Call Forwarding - Provides the Customer that also subscribes to an appropriate call forwarding service with the ability to forward multiple incoming calls simultaneously to another telephone number designated by the Customer. Toll charges may apply on forwarded calls.

Call Trace - Allows a Customer to trace the most recent incoming call by dialing a code to automatically request that the Company record a caller's originating telephone number and the date and time of the call as well as the date and time the Customer initiated trace. The information is disclosed only to a law enforcement agency for investigation and case preparation purposes.

Call Waiting/Cancel Call Waiting - Call Waiting provides a tone signal to indicate to a Customer already engaged in a telephone call that a second caller is attempting to dial in. It will also permit the Customer to place the first call on hold, answer the second call and then alternate between both callers. Cancel Call Waiting (CCW) allows a Call Waiting (CW) Customer to disable CW for the duration of an outgoing telephone call. CCW is activated (i.e., CW is disabled) by dialing a special code prior to placing a call, and is automatically deactivated when the Customer disconnects from the call.

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**SECTION 7.0 - NETWORK SWITCHED SERVICES, (CONT'D)**

**Missouri Public**

**7.2 Service Descriptions and Rates (Cont'd)**

**REC'D OCT 17 2001**

**7.2.7 Central Office, Line And Trunk Features (Cont'd)**

**Service Commission**

**B. Description of Line and/or Trunk Features (Cont'd)**

Caller ID - Allows the subscriber to view the listed telephone number from which the incoming call is dialed before the call is answered. The calling number is displayed on a Customer provided compatible device attached to the Customer's telephone line.

Caller ID Name - Allows the subscriber to view the listed name from which the incoming call is dialed before the call is answered. The calling name is displayed on a Customer provided compatible device attached to the Customer's telephone line.

Caller ID Name and Number - Allows subscriber to view listed name associated with the telephone number before the phone is answered. The calling number and name are displayed on a Customer provided compatible display device attached to the Customer's telephone line.

Anonymous Call Rejection - Allows a Customer to redirect incoming calls for which calling name and number display has been suppressed through the use of Per-Call Blocking or All-Call Blocking, to an announcement indicating that the Customer is not presently accepting such calls. The Customer may activate and deactivate the feature by dialing a code.

Remote Access to Call Forwarding - This feature combines call forwarding with remote access capability. In addition to the current call forwarding feature-access method, the Remote Access Call Forwarding feature provides Customers access from any tone-type address signaling capable telephone. The Customer dials a remote access directory number and then is guided by voice messages to enter their home or office telephone number equipped with the Remote Access Call Forwarding feature, a Personal Identification Number (PIN) and a feature code.

Direct Connection (Hot Line) - Direct Connection (Hot Line) service is an automatic dialing feature, which provides the customer the ability to establish a predetermined number when the customer's telephone goes off-hook. No dialing is required and the call is processed automatically to the predetermined number. Calls cannot be traced and 911 service is not accessible.

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**SECTION 7.0 - NETWORK SWITCHED SERVICES, (CONT'D)**

**Missouri Public**

**7.2 Service Descriptions and Rates (Cont'd)**

**REC'D OCT 17 2001**

**7.2.7 Central Office, Line And Trunk Features (Cont'd)**

**Service Commission<sup>(T)</sup>**

**B. Description of Line and/or Trunk Features (Cont'd)**

**Repeat Call** - This Automatic Redial feature allows a Customer to automatically redial the last number dialed. This is accomplished by the Customer activating a code. The network periodically tests the busy/free status of the called line for up to 30 minutes until both lines are found free and then redials the call for the Customer.

Repeat Call feature also allows Customers, having reached a busy number, to dial a code before hanging up. Repeat Dialing feature then continues to try the busy number for up to 30 minutes until it becomes free. Once the busy line is free the call is automatically redialed and the Customer is notified of the connected call via a distinctive ring.

The following types of calls cannot be accessed with Repeat Call:

- Calls preceded by an interexchange carrier access code
- Calls to 900 and 976 Service numbers
- Calls to 911
- Calls to Directory Assistance
- Calls to toll free 8XX Service numbers
- International Direct Distance Dialed calls

**Return Call** - Allows the subscriber to automatically redial the number of the last incoming call whether answered or not.

**Caller ID Per-Call Blocking (PCB)** - This blocking option will allow callers to block the passage of their telephone numbers and/or names on outgoing calls by dialing a special code, prior to making each call.

**Caller ID Per-Line Blocking (PLB)** - Caller ID Per-Line Blocking will allow callers to automatically prevent the display of their telephone numbers and/or names on a permanent basis unless the service is deactivated, on a per call basis, by dialing a special code. Only available to domestic violence and federal, state, and local law enforcement agencies.

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**SECTION 7.0 - NETWORK SWITCHED SERVICES, (CONT'D)** **Missouri Public**

**7.2 Service Descriptions and Rates (Cont'd)**

**REC'D OCT 17 2001**

**7.2.7 Central Office, Line And Trunk Features (Cont'd)**

**Service Commission<sup>(T)</sup>**

**B. Description of Line and/or Trunk Features (Cont'd)**

Special Ring - This feature allows a Customer to have up to three (3) separate telephone numbers assigned to one local exchange line. Each telephone number will provide a distinctive ring on incoming calls to allow for identification of the incoming call. A distinctive call waiting tone for each telephone number will be provided, where facilities permit, to Customers also subscribing to call waiting.

Speed Dial 30 - Allows placing calls to thirty (30) other phone numbers by dialing a one or two digit code rather than the complete phone number.

Speed Dial 8 - Allows placing calls to eight (8) other phone numbers by dialing a one or two digit code rather than the complete phone number.

Three Way Calling/Call Hold - The Three Way Calling feature allows a Customer to add a third party to an existing two-way call and form a 3-way call. The call must have been originated from outside the station group and terminate to a station within the station group. The Call Hold feature allows a Customer to put any in-progress call on hold by flashing the switchhook and dialing a code. This frees the line to allow the Customer to make an outgoing call to another number. Only one call per line can be on hold at a time. The third party cannot be added to the original call.

Call Transfer Disconnect - Allows business Customers to add another line to an established call creating a three-way call. The Call Transfer Disconnect subscriber may disconnect from the three-way call and allow the other two parties to continue talking.

Hunting - Line hunting which is provided subject to the availability of suitable central office facilities is an arrangement that groups together two or more main telephone exchange lines or trunks from the same central office so that incoming calls are automatically switched from the initial line, if in use, to the first non-busy line.

Touch-Tone Service - Provides for the origination of calls by means of instruments equipped for tone-type address signaling and special central office facilities. Touch-Tone Service is provided at no charge.

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## SECTION 7.0 - NETWORK SWITCHED SERVICES, (CONT'D)

Missouri Public

## 7.2 Service Descriptions and Rates (Cont'd)

REC'D JUN 25 2002

## 7.2.7 Central Office, Line And Trunk Features (Cont'd)

## Service Commission

## C. Rates, per line

	Monthly (First)	Monthly (Add'l)	Nonrecurring <sup>3</sup>
Caller ID Number	\$8.50	\$8.50	\$15.65 (I)
Caller ID Name	\$8.75	\$8.75	\$15.65
Caller ID Name and Number	\$10.00	\$10.00	\$15.65
Call Forwarding Variable	\$6.00	\$6.00	\$15.65 (I)
Remote Access to Call Forwarding <sup>1</sup>	\$2.75	\$2.75	\$15.65 (I)
Call Waiting/Cancel Call Waiting	\$8.00	\$8.00	\$15.65 (I)
Three Way Calling/Call Hold <sup>2</sup>	\$4.00	\$2.50	\$15.65 (I)
Return Call <sup>2</sup>	\$4.00	\$2.50	\$15.65 (I)
Repeat Call <sup>2</sup>	\$4.00	\$2.50	\$15.65 (I)
Speed Dial 30	\$4.00	\$2.50	\$15.65 (I)
Speed Dial 8	\$4.00	\$2.50	\$15.65 (I)
Hunting			
Rotary	N/C	N/C	N/C
Circular	\$0.85	\$0.85	\$3.25
Preferential	\$2.80	\$0.85	\$3.25
Direct Connection (Hot Line) <sup>5</sup>	\$10.00		\$50.00

When a single feature is ordered, the "first" monthly rate applies. When multiple features are ordered, one "first" monthly rate applies and the "add'l" monthly rate applies to the remaining services according to the ordering sequence.

The additional monthly rates specified above are not applicable when ordered with the following services:

	Monthly	Nonrecurring <sup>3</sup>
Call Forwarding Busy Line	\$3.00	\$15.65 (I)
Call Forwarding Don't Answer	\$3.00	\$15.65 (I)
Call Forwarding Busy Line/Don't Answer	\$4.00	\$15.65 (I)
Special Ring		
One Dependent DN	\$6.00	\$15.65 (I)
Two Dependent DNs		
First Dependent DN	\$6.00	\$15.65 (I)
Second Dependent DN	\$2.00	\$15.65 (I)
Simultaneous Call Forwarding <sup>4</sup>	\$4.35	\$14.50
Call Transfer Disconnect	N/C	\$14.50
Anonymous Call Rejection	\$2.00	\$15.65 (I)
Message Waiting Indication	N/C	\$15.65

## Call Trace

Per Successful Activation  
\$6.00

<sup>1</sup>Applies in addition to Call Forwarding Variable.

<sup>2</sup> Available on a per use basis for non-subscribers: Three Way Calling - \$0.81 per activation, \$6.00 monthly cap and Return Call and Repeat Call - \$0.62 per activation, \$4.66 monthly cap.

<sup>3</sup>Maximum non-recurring charge per line is \$14.50 except when Simultaneous Call Forwarding is established.

<sup>4</sup>Installation and move charge of \$12.00 also applies in addition to non-recurring charge. Nonrecurring charge applies in addition to nonrecurring charge for other custom calling features.

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SECTION 7.0 - NETWORK SWITCHED SERVICES, (CONT'D) Missouri Public (N)

7.2 Service Descriptions and Rates (Cont'd)

7.2.7 Central Office, Line And Trunk Features (Cont'd)

D. Rates, per call

Three Way Calling	\$0.95
Auto Redial	\$0.65
Call Return	\$0.75

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**SECTION 7.0 - NETWORK SWITCHED SERVICES, (CONT'D)**

**Missouri Public**

**7.2 Service Descriptions and Rates (Cont'd)**

**REC'D OCT 17 2001**

**7.2.7 Central Office, Line And Trunk Features (Cont'd)**

**Service Commission<sup>(T)</sup>**

**D. Caller ID Provisions**

This feature enables the customer to view on a display unit the Calling Party Directory Name and/or Number (CPN) on incoming telephone calls.

When a Caller ID is activated on a customer's line, the CPN of incoming calls are displayed at the called CPE during the first, long silent interval of the ringing cycle.

Per line blocking for the blocking of CPN will be available upon request, at no charge, to the following entities for lines over which the official business of the agency is conducted, including those at the residences of employees/volunteers, where an executive officer of the agency registers a need for blocking and provides the required certification to the Company: a) private, nonprofit, tax exempt, domestic violence intervention agencies and b) federal, state, and local law enforcement agencies. The CPN will not be transmitted from a line equipped with this capability. Per line blocking is operational on a continuous basis but can be deactivated by the customer by dialing an access code immediately prior to placing a call. Line blocking customers can unblock their CPN information on a per call basis, at no charge, by dialing an access code (\*82 on their touch tone pad or 1182 from a rotary phone) immediately prior to placing a call.

A customer may prevent the delivery of their calling name and/or number to the called party by dialing an access code (\*67 on their touch tone pad or 1167 from a rotary phone) immediately prior to placing a call. The access code will activate per call blocking, which is available at no charge. If the calling party activates blocking, the CPN will not be transmitted across the line to the called party. Instead, Calling Line Identification customers will receive an anonymous indicator. This anonymous indicator notifies the Caller ID customer that the calling party has elected to block the delivery of their name and telephone number. The blocking of CPN will not be provided on calls originating from Customer Owned Pay Telephones. If the Caller ID customer also subscribes to Anonymous Call Rejection, the calling party will be routed to a telephone company recording advising the caller that the called party will not accept calls whose CPN has been blocked.

Any customer subscribing to Caller ID will be responsible for the provision of a display device which will be located on the customer's premises. The installation, repair, and technical capability of that equipment to function in conjunction with the feature specified herein will be the responsibility of the customer. The Company assumes no liability and will be held harmless for any incompatibility of this equipment to perform satisfactorily with the network features described herein.

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**SECTION 7.0 - NETWORK SWITCHED SERVICES, (CONT'D)**

**Missouri Public**

**7.2 Service Descriptions and Rates (Cont'd)**

**REC'D OCT 17 2001**

**7.2.7 Central Office, Line And Trunk Features (Cont'd)**

**Service Commission**

**D. Caller ID Provisions (Cont'd)**

Telephone CPN information transmitted via Caller ID is intended solely for the use of the Caller ID subscriber. Resale of this information is prohibited by this tariff. CPN will not be displayed if the called party is off-hook or if the called party answers during the first ring interval. CPN will be displayed for calls made from another central office only if it is linked by appropriate facilities. Caller ID is not available on operator handled calls.

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**SECTION 7.0 - NETWORK SWITCHED SERVICES, (CONT'D)**

**Missouri Public**

**7.2 Service Descriptions and Rates (Cont'd)**

**REC'D OCT 17 2001**

**7.2.8 Remote Call Forwarding**

**Service Commission**

Remote Call Forwarding (RCF) is a local exchange telecommunications service feature whereby all calls dialed to a telephone number equipped for RCF are automatically forwarded to another dialable exchange or 8XX Service telephone number. The calling party pays only the applicable charges to call the number equipped with an RCF feature, while the RCF Customer pays the applicable charges for the forwarded portion of the call.

Remote Call Forwarding service is offered subject to availability of suitable facilities. Remote Call Forwarding service is not offered where the terminating station is a coin telephone. The Company will not provide identification of the originating telephone number to the RCF Customer.

Transmission characteristics may vary depending on the distance and routing necessary to complete the remotely forwarded call. Therefore, the normal grade end-to-end transmission is not guaranteed on such calls. Remote Call Forwarding service is not represented as suitable for satisfactory transmission of data.

One directory listing in the Alphabetical Directory is provided without charge. Each Remote Call Forwarding feature allows for forwarding one call at a given time. An additional path is necessary for each additional call to be forwarded simultaneously.

Remote Call Forwarding service will only be provided when, in the judgment of the Company, the Customer subscribes to sufficient RCF features and facilities at the terminating location to adequately handle calls without interfering with or impairing any services offered by the Company.

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Allegiance Telecom of Missouri, Inc.

P.S.C. MO. No. 2  
 2<sup>nd</sup> Revised Page 86  
 Cancels 1<sup>st</sup> Revised Page 86

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**SECTION 7.0 - NETWORK SWITCHED SERVICES, (CONT'D)**
**Missouri Public****7.2 Service Descriptions and Rates (Cont'd)****REC'D JUN 25 2002****7.2.8 Remote Call Forwarding (Cont'd)****Service Commission****A. Rates and Charges**

	<u>Monthly Recurring</u>	<u>Non- Recurring</u>
Remote Call Forwarding:		
First Path	\$17.50	\$15.65 (I)
Each Additional Path	\$17.50	\$15.65 (I)

Change Charge \$15.65 (I)  
 (to change forwarding # or # at call  
 forwarding location or both at same time)

Local Usage Charges associated with Remote Call Forwarding.

Day Rates:	<u>Initial Minute</u>	<u>Add'l Minute</u>
0-14 miles	\$0.04	\$0.01
15-23 miles	\$0.05	\$0.02
23+ miles	\$0.06	\$0.03

Evening and Holiday Rates 20% off Day Rate  
 Night and Weekend Rates 35% off Day Rate

**Rate Period Definitions:**

Day: Monday-Friday 8:00 am to 4:59 pm  
 Evening: Sunday-Friday 5:00 pm to 10:59 pm  
 Night Weekend: Sunday-Friday 11:00 pm to 7:59 am, 11:00 pm Friday to 4:59 pm  
 Sunday  
 Holidays: Christmas Day, New Year's Day, Independence Day, Labor Day,  
 Thanksgiving Day.

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**SECTION 8.0 - SPECIAL ARRANGEMENTS**

**8.1 Promotions**

The Company may from time to time engage in special promotional offerings designed to attract new customers or to promote existing services. Such promotional service offerings shall be subject to specific dates, times and/or locations, and shall be subject to prior notification and approval by the Commission.

**8.2 Individual Case Basis Pricing**

Rates for Private Lines and Centrex services will be determined on an Individual Case Basis (ICB). ICB rates will be made available to customers in a non-discriminatory manner. Terms of specific ICB contracts will be made available to the Missouri Public Service Commission Staff upon request on a proprietary basis.

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**SECTION 9.0 – BUNDLED PACKAGES**

9.1 True Business Solutions<sup>SM</sup>

( N )

The True Business Solutions<sup>SM</sup> bundled package<sup>1</sup> 2 is a group of our most essential services and products with one flat rate. The package rate includes all applicable charges listed below, excluding tax. Upgrade packages are available to include additional features or incremental lines.

Base Package Includes

Three (3) business lines		
Touch-tone		
Hunting		
Unlimited Local Calls		
1500 IntraLATA Minutes		
200 Long Distance Minutes per location (Additional minutes can be purchased)		
Choice of six (6) features on each line from the You Choose feature package options <sup>3</sup>		
	<u>One Year Term</u>	<u>Two Year Term</u>
Rate group B – Flat	\$ 117.95	\$ 112.95
Rate group B – Metro	\$ 117.95	\$ 112.95
Rate group D – MCA1	\$ 140.95	\$ 134.95
Rate group D – MCA2	\$ 146.95	\$ 139.95
Rate group D – Principle Zone	\$ 136.95	\$ 129.95

Incremental Line Package Includes

One (1) line		
Touch-tone		
Hunting		
Unlimited Local Calls		
500 LATA Minutes		
200 Long Distance Minutes per location (Additional minutes can be purchased)		
Choice of six (6) features on each line from the You Choose feature package options		
	<u>One Year Term</u>	<u>Two Year Term</u>
Rate group B – Flat	\$ 35.95	\$ 33.95
Rate group B – Metro	\$ 35.95	\$ 33.95
Rate group D – MCA1	\$ 43.95	\$ 41.95
Rate group D – MCA2	\$ 45.95	\$ 42.95
Rate group D – Principle Zone	\$ 41.95	\$ 39.95

True Business Long Distance Buckets<sup>4</sup> 5 (ALL RATE GROUPS)

	<u>Incremental Charge</u>	<u>Overage</u>
200 Minute Long Distance Bucket	\$ 0.00	\$ 0.069
500 Minute Long Distance Bucket	\$ 13.75	\$ 0.069
1500 Minute Long Distance Bucket	\$ 57.50	\$ 0.069
2500 Minute Long Distance Bucket	\$ 90.00	\$ 0.049

( N )

Basic Package Installation Fees (Non-Recurring)	\$ 116.49
Incremental Line Package Installation Fees (Non-Recurring)	\$ 38.83
Feature Package Installation Fees (Non-Recurring)	No Charge

<sup>1</sup> True Business Solutions<sup>SM</sup> is not eligible for further discounting.

<sup>2</sup> Allegiance Telecom must be selected as the LATA and Long Distance Service provider.

<sup>3</sup> Please Reference Section 9.4 in this tariff document for the You Choose Feature Package.

<sup>4</sup> The pricing listed is in addition to the True Business base package which includes 200 minutes of long distance. The incremental price will be paid for additional minutes.

<sup>5</sup> The overage rate is applied if the customer goes over allotted minutes and is billed in 6-second increments with an 18 second minimum.

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**SECTION 9.0 – BUNDLED PACKAGES, CONT'D**

**9.2 PRI Bundled Package**

The PRI Bundled Package provides eligible<sup>1</sup> customers with ISDN-PRI service at convenient packaged rates. The package price includes all charges associated with PRI service including, Local Loop, PRI Interface and 24 channels. Any optional features selected will be billed in addition to the PRI Bundled Package rate. The PRI Bundled package is not eligible for further discounts.

PRI Bundled Package, Monthly Recurring	Flat	\$ 725.00
	Metro	\$ 975.00

**9.3 Long Distance Bucket Packages**

The Long Distance Buckets are bundled packages of long distance minutes billed under one flat rate. The package rate includes all applicable charges excluding tax. The Long Distance buckets are available to all product subscribers while True Business Solution<sup>SM</sup> subscribers receive additional discounts. Customer's may choose from five (5) different packages listed below.

<u>True Business Long Distance Buckets</u>	<u>Incremental Charge</u>	<u>Overage<sup>2</sup></u>
200 Minute Long Distance Bucket	\$ 10.00	\$ 0.069
500 Minute Long Distance Bucket	\$ 23.75	\$ 0.069
1500 Minute Long Distance Bucket	\$ 67.50	\$ 0.069
2500 Minute Long Distance Bucket	\$ 100.00	\$ 0.049

**9.4 You Choose Features Package**

The You Choose Feature Package is a bundled package allowing customers to select six (6) of the features listed below with one flat rate. The package rate includes all applicable charges excluding tax. The You Choose Feature Package is available to all product subscribers while True Business Solution<sup>SM</sup> subscribers receive this package at no additional cost.

	<u>One Year Term</u>	<u>Two Year Term</u>
You Choose Features Package	\$ 13.00	\$ 11.00

Feature Options Include:

Caller Identification Name and Number  
Remote Access to Call Forwarding  
Call Forwarding Variable  
Call Waiting/Cancel  
Call Return  
Three way Calling  
Speed Dial 8  
Speed Dial 30  
Auto Redial  
Call Forwarding – Busy/Don't Answer  
Call Forwarding – Busy  
Call Forwarding – Don't Answer

<sup>1</sup> Eligibility for the PRI Bundled Package includes the purchase of a full PRI (23B+D or 24B channels), a two (2) year term agreement and a monthly revenue commitment of \$500.

<sup>2</sup> The overage rate is applied if the customer goes over allotted minutes and is billed in 6-second increments with an 18 second minimum.

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**SECTION 9.0 – BUNDLED PACKAGES, CONT'D****9.5 True Business Total Communications and Digital Total Communications<sup>1</sup>**

(N)

True Business Total Communications and Digital Total Communications is designed for customers who need high-speed Internet Access and have a minimum of 6 voice channels. True Business Total Communications integrates voice and data services on a single high capacity facility. The service characteristics and capabilities of the voice services described in this Section are as described in this tariff for multi line business.

The True Business Total Communications Base Package includes 6 voice channels, 512K of Internet Access, unlimited local calling, 3000 minutes of IntraLATA calling, and choice of 6 features per line from the You Choose Feature Package<sup>2</sup>.

Customers may increase the number of voice channels in one-channel increments (up to a maximum of 23 total voice channels). Incremental voice lines include unlimited local calling, 500 minutes of IntraLATA calling, and choice of 6 features per line from the You Choose Feature Package<sup>2</sup>. The data speed may be increased in 64K increments.

The charges for voice lines are inclusive of appropriate End User Common Line (EUCL), Local Number Portability (LNP), Primary Interexchange Carrier Charges (PICC), Hunting, and Touch Tone charges.

Customers must sign a minimum (1) year term agreement for True Business Total Communications. Package pricing is determined by the contract length (one-year or two-year term). Full termination liabilities are assessed for early termination of service.

**Monthly Recurring Charges**

Voice Package Price  
Incremental Line Price

**One Year Term    Two Year Term**

\$ 173.10        \$ 155.70  
\$ 28.85        \$ 25.95

**Non-Recurring Charges**

Base Package Installation Fees  
Incremental Voice Line Package Installation Fees<sup>3</sup>

\$199  
\$20

(N)

<sup>1</sup> True Business Total Communications and Digital Total Communications is not eligible for further discounting.

<sup>2</sup> Please Reference Section 9.4 in this tariff document for the You Choose Feature Package.

<sup>3</sup> Applies to add incremental lines to existing service.

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**SECTION 9.0 – BUNDLED PACKAGES, CONT'D****9.6 PRI Bundled Package #2**

The PRI Bundled Package provides eligible customers with ISDN-PRI service at convenient packaged rates. The package price includes all charges associated with PRI service including, Local Loop, PRI Interface and 24 channels. Any optional features selected will be billed in addition to the PRI Bundled Package rate. The PRI Bundled package is not eligible for further discounts.

**Per Package Charges**

	One Year Term	Two Year Term	Three Year Term
Monthly Recurring	\$ 828.00	\$ 788.00	\$ 748.00
Non-Recurring	\$1,500.00	\$1,500.00	\$1,500.00
Optional Features	MRC		
Caller ID Name & Number	\$ 75.00		

(N)

(N)

**SECTION 9.0 – BUNDLED PACKAGES, CONT'D****9.7 True Business Total Communications and Digital Total Communications<sup>1</sup> #2**

(N)

True Business Total Communications and Digital Total Communications is designed for customers who need high-speed Internet Access and have a minimum of 6 voice channels. True Business Total Communications integrates voice and data services on a single high capacity facility. The service characteristics and capabilities of the voice services described in this Section are as described in this tariff for multi line business.

The True Business Total Communications Base Package includes 6 voice channels, 512K of Internet Access, unlimited local calling, 3000 minutes of IntraLATA calling, and choice of 6 features per line from the You Choose Feature Package<sup>2</sup>.

Customers may increase the number of voice channels in one-channel increments (up to a maximum of 23 total voice channels). Incremental voice lines include unlimited local calling, 500 minutes of IntraLATA calling, and choice of 6 features per line from the You Choose Feature Package. The data speed may be increased in 64K increments.

The charges for voice lines are inclusive of appropriate End User Common Line (EUCL), Local Number Portability (LNP), Primary Interexchange Carrier Charges (PICC), Hunting, and Touch Tone charges.

Customers must sign a minimum (1) year term agreement for True Business Total Communications. Full termination liabilities are assessed for early termination of service.

Monthly Recurring Charge	One Year Term	Two Year Term	Three Year Term
Voice Package Price	\$ 191.70	\$ 167.70	\$ 161.70
Incremental Line Price	\$ 31.95	\$ 27.95	\$ 26.95

**Non-Recurring Charges**

Base Package Installation Fees	\$ 199.00
Incremental Voice Line Package Installation Fees <sup>3</sup>	\$ 20.00

(N)

<sup>1</sup> True Business Total Communications and Digital Total Communications pricing is contributory but not eligible for discount on the Independence Plan. True Business Total Communications and Digital Total Communications pricing is not eligible for discount on the Standard Plan.

<sup>2</sup> Please Reference Section 9.4 in this tariff document for the You Choose Feature Package.

<sup>3</sup> Applies to add incremental lines to existing service.



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